الجامعة العربية المفتوحة
Arab Open University

ONLINE STUDENT SERVICES USERS' MANUAL

Arab Open University

Bahrain Branch

July 2012

Table of Contents

-1 Login Page 4
2- Main Page 6
3- Course Registration 7
4- Semester Timetable 12
5- Student Fees 13
6- Student's Plan 14
7- Examination Results 15
8- Student Plan Development Plan 15
9- Student Advisor 18
10- Student Support 19
10-1. Appeal System 20
10-2. Complaint System 26
10-3. Inquires System 30
10-4. Disability and Dyslexia Support System (DDSS) 31
11- Password 34
12- Edit Profile 35
13- Logout 36

Table of Figures

Figure 1: Online Student's services 3
Figure 2: Login Page 4
Figure 3: Change Password Screen 5
Figure 4: Main Page 6
Figure 5: Registration - Main Page 7
Figure 6: Registration - Course Selection 8
Figure 7: Registration - Course Selection 9
Figure 8: Registration - Course Addition 10
Figure9 : Registration - Course Deletion 11
Figure 10: Semester Timetable 12
Figure 11: Student Fees 13
Figure 12: Student's Plan 14
Figure 13: Examination Results 15
Figure 14: Student Personal Development Plan 16
Figure 15: Student Personal Development Plan - Last Update 17
Figure 16: Student Advisor 18
Figure 17: Support System 19
Figure 18: Appeal System 20
Figure 19: Appeal System – Appeal Process 21
Figure 20: Appeal System - Error Message 22
Figure 21: Appeal System – Student's Information 23
Figure 22: Appeal System – Appeal Form 24
Figure 23: Appeal System - Appeal History 25
Figure 24: Complaint System 26
Figure 25: Complaint Form - Student's Information 27
Figure 26: Complaint System - Complain Form 28
Figure 27: Complaint System - Complaint History 29
Figure 28: Inquiry System 30
Figure 29: Disability and Dyslexia System 31
Figure 30: Disability and Dyslexia System - Student Information 32
Figure 31: Disability and Dyslexia System - DDSS Form 33
Figure 32: Change Password 34
Figure 33: Edit Profile 35

This user manual will guide you (as student) through the processes of Online Student Services System. The link for the system is: https://sis.arabou.edu.kw/.

You should click on the "Login" link under the flag of the branch you belong to for accessing the system in English language or "دخول" for accessing the system in Arabic language (Figure 1).

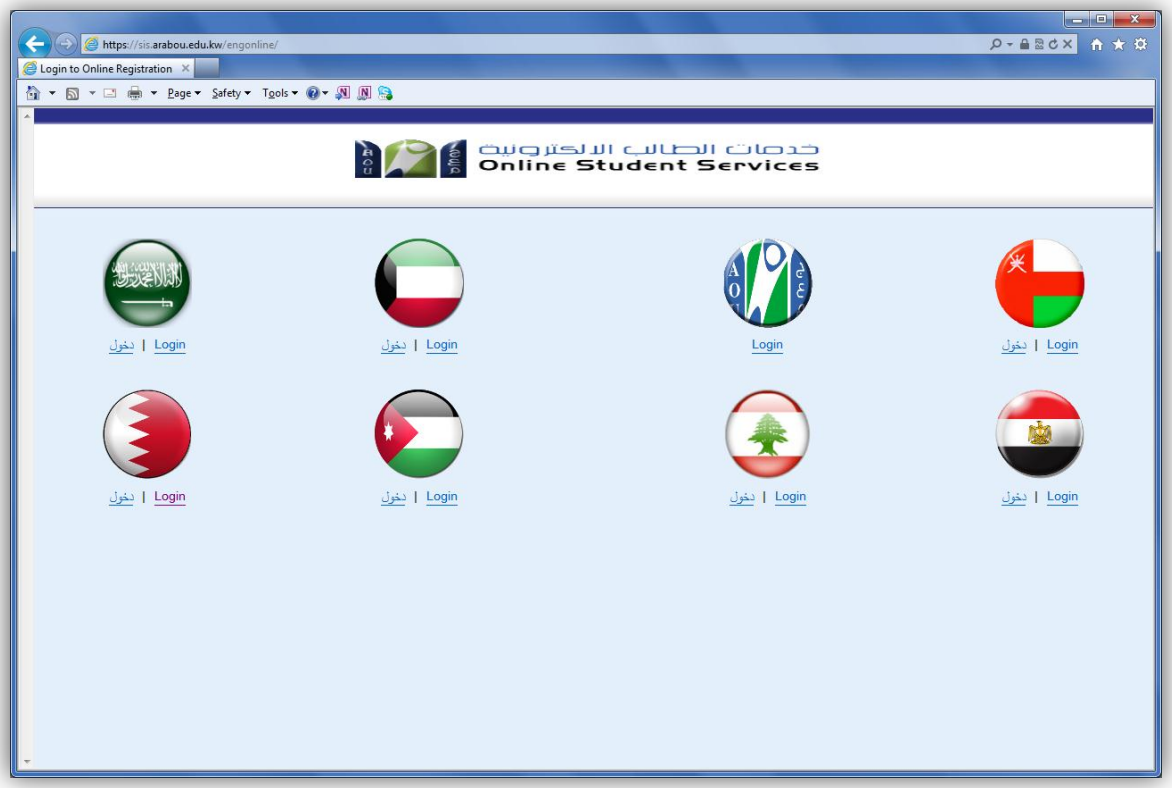

Figure 1: Online Student's services

1- Login Page

The first page is the login page in which you should enter your "User ID" and "Password" (Figure 2). If you are a new student the "User ID" and "Password" will be your student ID, and if you are an old student use the password that you have previously registered in the system. Then you should press enter.

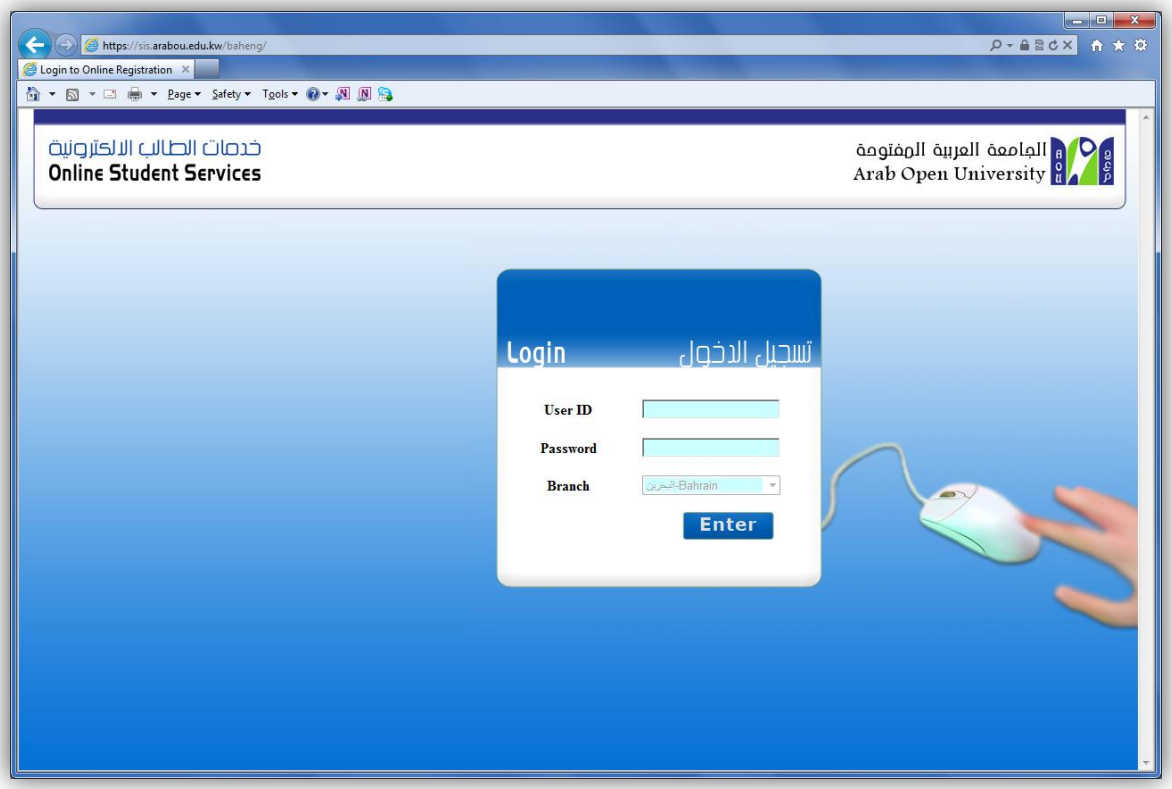

Figure 2: Login Page

If the "User ID" and "Password" entered by you for accessing were similar the following page will appear for you to change your password in order to protect your privacy (Figure 3).

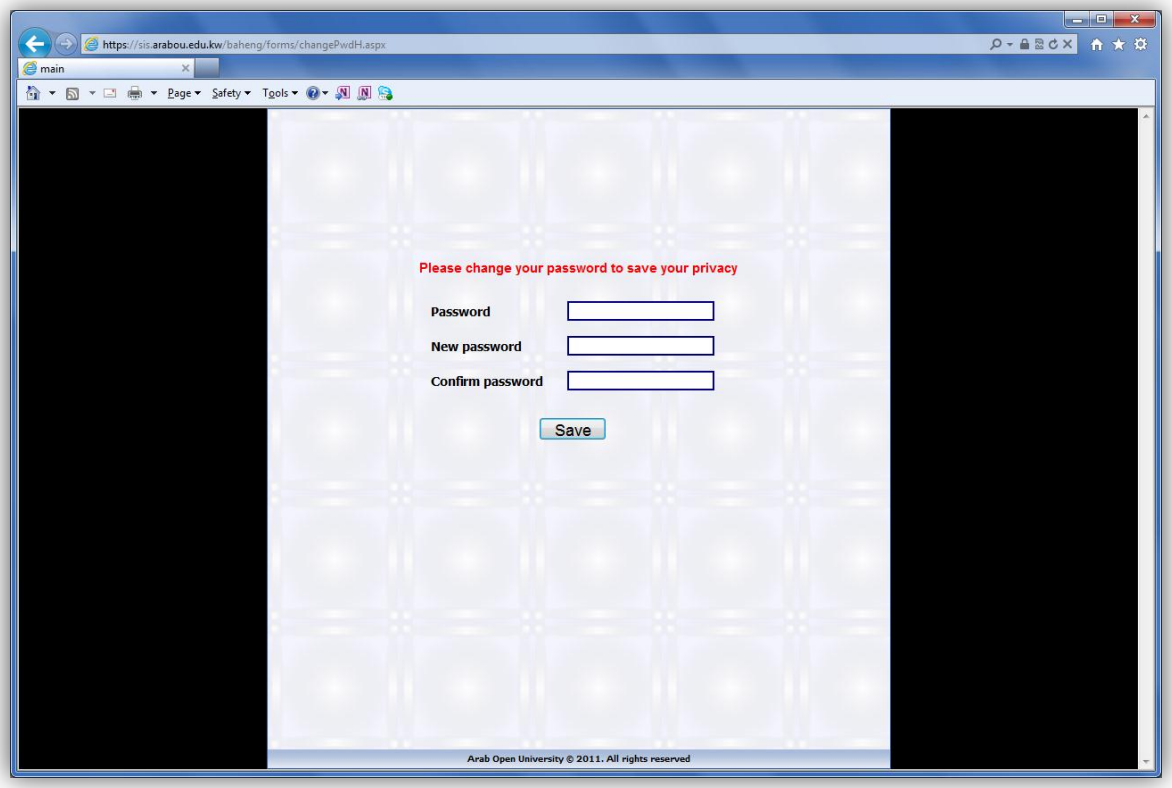

Figure 3: Change Password Screen

2- Main Page

The main page of the website is your gate to its functionalities (Figure 4). The page sections can be divided as follow:

1- The banner which contains the branch, student Name, and student ID.
2- Horizontal Toolbar to facilitate your navigation through the website functionality form any page within it.
3- Iconic Toolbar in the middle of the screen to facilitate the navigation through the website functionality.

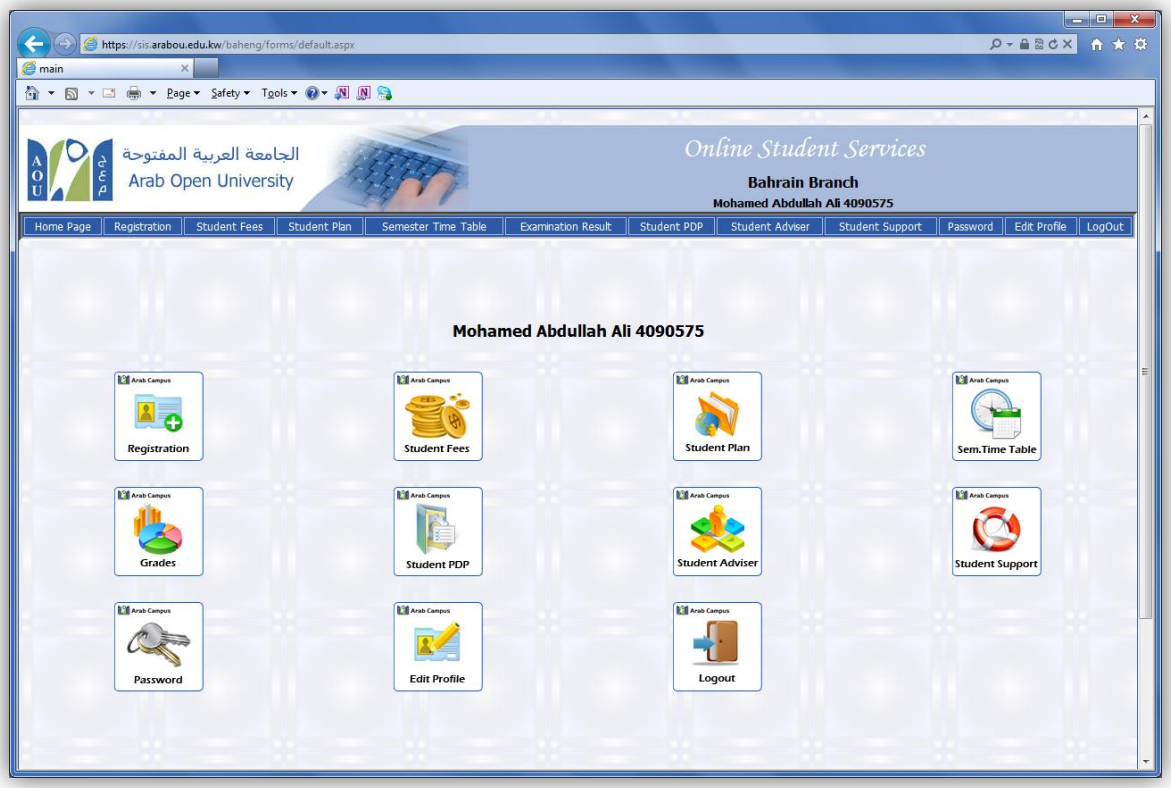

Figure 4: Main Page

3- Course Registration

In order to access the registration page you should click on "Registration" link form the horizontal toolbar or on "Registration" icon from the main screen. (Figure 5)

In order to start your registration click on the drop down list labeled "Choose Course". The list will display only the courses you are allowed to register for the current semester. Click on the course you would like to register and wait.

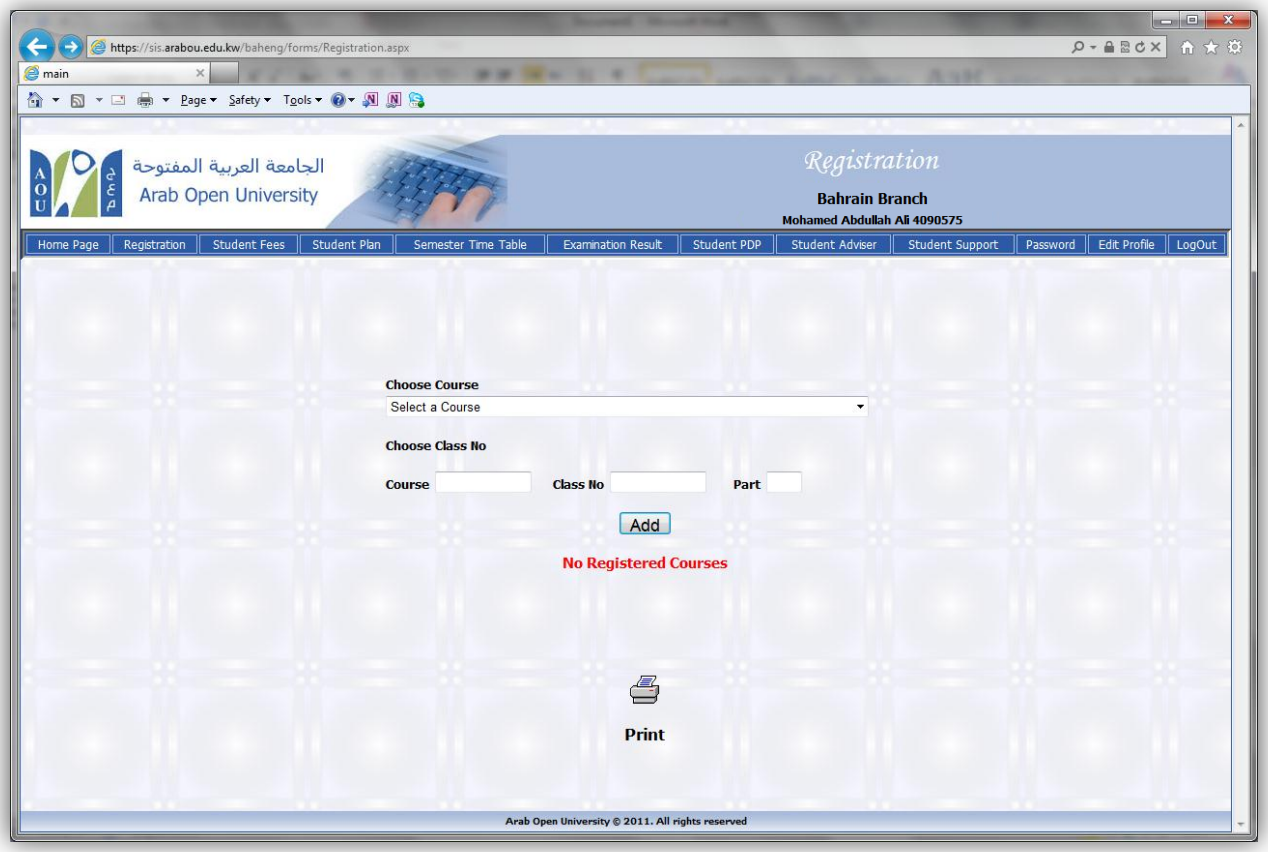

Figure 5: Registration - Main Page

By selecting a course the below table will appear for you showing the sections available for the selected courses along with the tutor name –If available- (Figure 6).

Figure 6: Registration - Course Selection

By clicking on select the selected course details will fill both text box labeled "Class No" and "Part" (Figure 7)

https://sis.arabou.edu.kw/baheng/forms/Registration.aspx
main
Page Safety Tools
الجامعة العربية المفتوحة
Arab Open University
Registration
Bahrain Branch
Mohamed Abdullah Ali 4090575
Home Page Registration Student Fees Student Plan Semester Time Table Examination Result Student PDP Student Adviser Student Support Password Edit Profile LogOut
Choose Course
EL112 Communication Skills in English (2)
Choose Class No
Center Class No Part Hours Tutor Hall Period
Bahrain 1 1 3 MF - 22 Every Monday from 3:00 to 5:00 Select
Bahrain 2 1 3 MF - 23 Every Thursday from 3:00 to 5:00 Select
Course EL112 Class No 1 Part 1
Add
No Registered Courses
Print
javascript:__doPostBack('GridView1','Select$0')
Arab Open University © 2011. All rights reserved

Figure 7: Registration - Course Selection

Click on the "Add" button and the course will be added for your schedule if there is no conflict of any type (Figure 8).

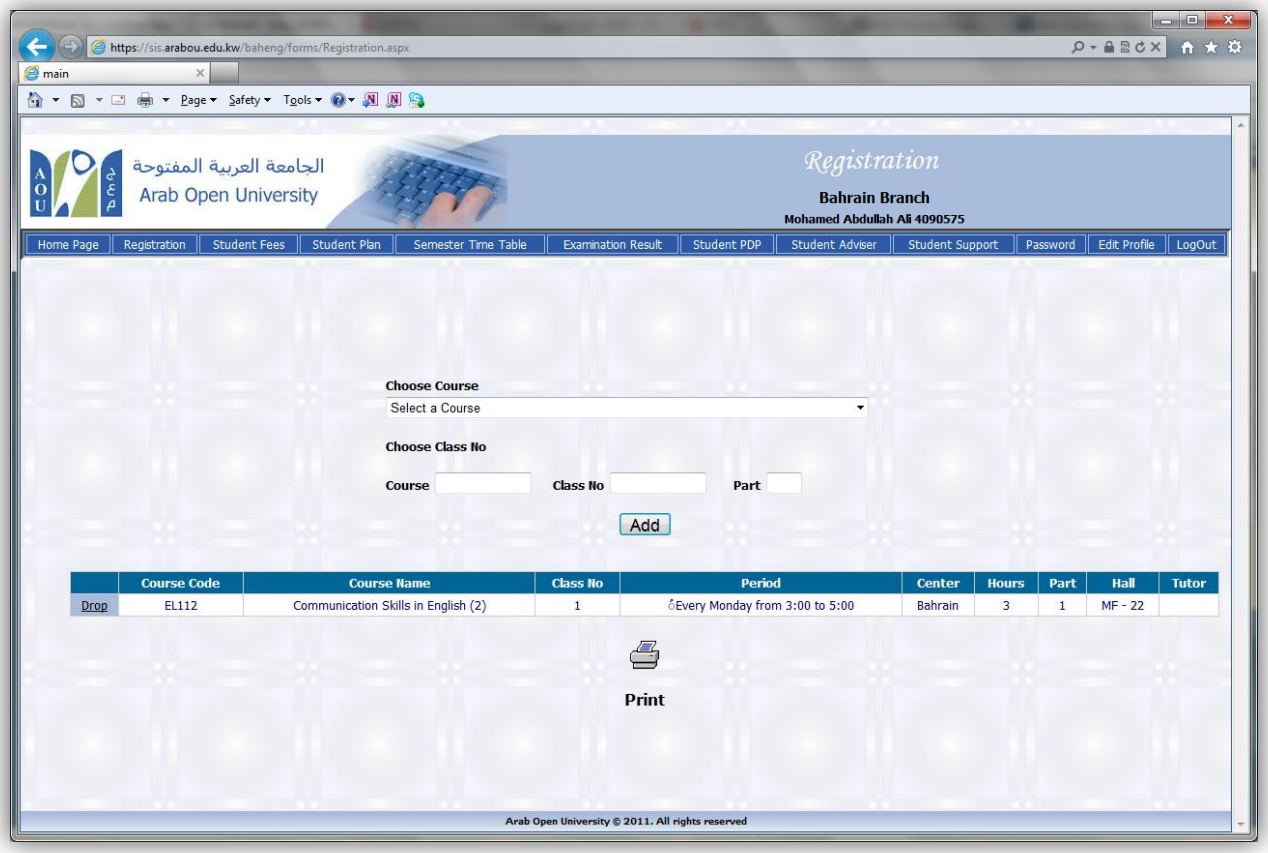

Figure 8: Registration - Course Addition

For dropping a course you can simply click on "Drop" link associated with the course you would like to drop. A message will appear for you to confirm the deletion; if you press yes the course will be deleted and a message confirmation message will appear for you (Figure 9).

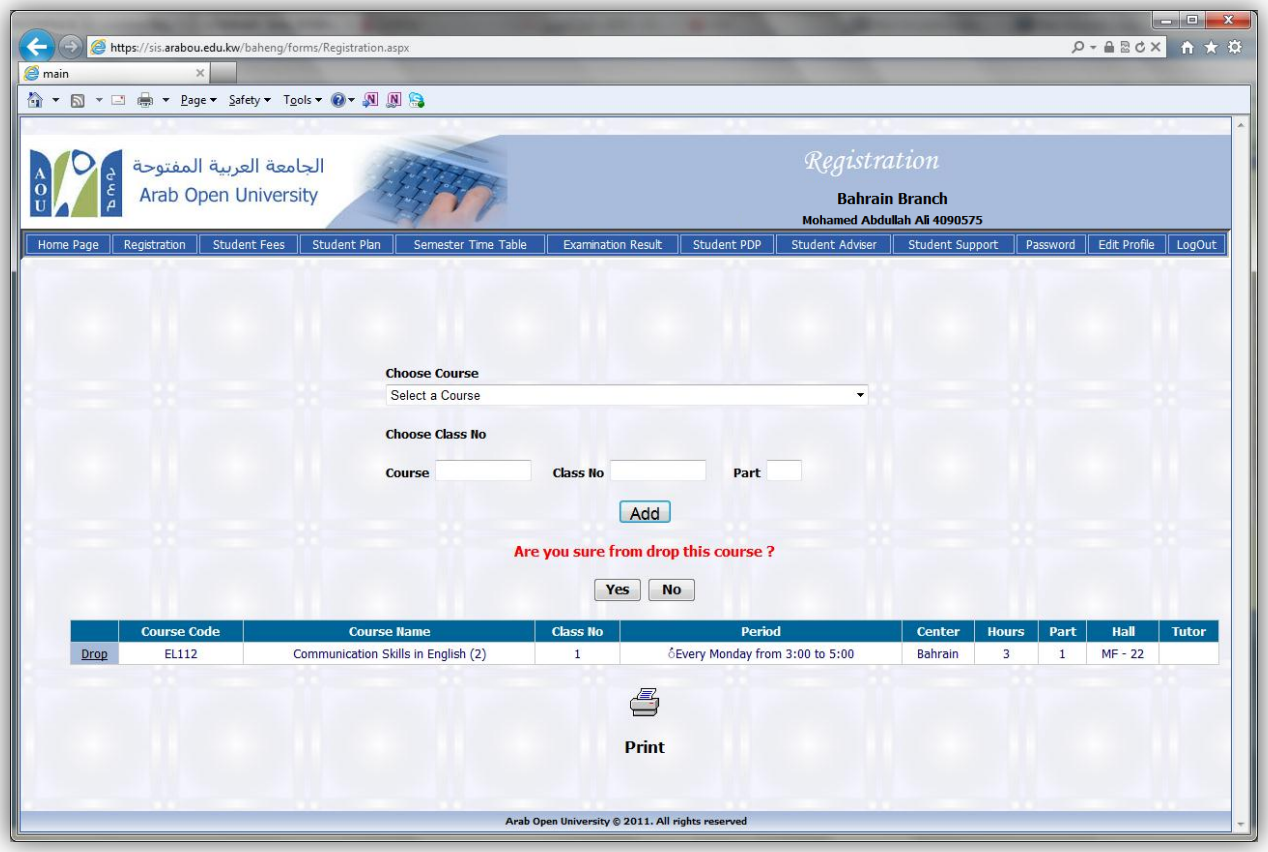
https://sis.arabou.edu.kw/baheng/forms/Registration.aspx
main
Page Safety Tools
الجامعة العربية المفتوحة
Arab Open University
Registration
Bahrain Branch
Mohamed Abdullah Ali 4090575
Home Page Registration Student Fees Student Plan Semester Time Table Examination Result Student PDP Student Adviser Student Support Password Edit Profile LogOut
Choose Course
Select a Course
Choose Class No
Course Class No Part
Add
Are you sure from drop this course ?
Yes No
Drop EL112 Communication Skills in English (2) 1 Every Monday from 3:00 to 5:00 Bahrain 3 1 MF - 22
Print
Arab Open University © 2011. All rights reserved

Figure 9 : Registration - Course Deletion

4- Semester Timetable

If you would like to view a list of all the courses offered on the current semester along with their timing, click on "Semester Time Table" from the horizontal menu or "Semester Time Table" icon in the home page (Figure 4).

A page will appear asking for the center name and the course code (Figure 10). To view the courses' schedule, follow the following steps:

1- Select the center from the drop down list.
2- Write the course code to view the schedule.
   Note: if you would like to view the schedule for all the courses offered for the current semester, leave the course code empty.
3- Click on "Search".

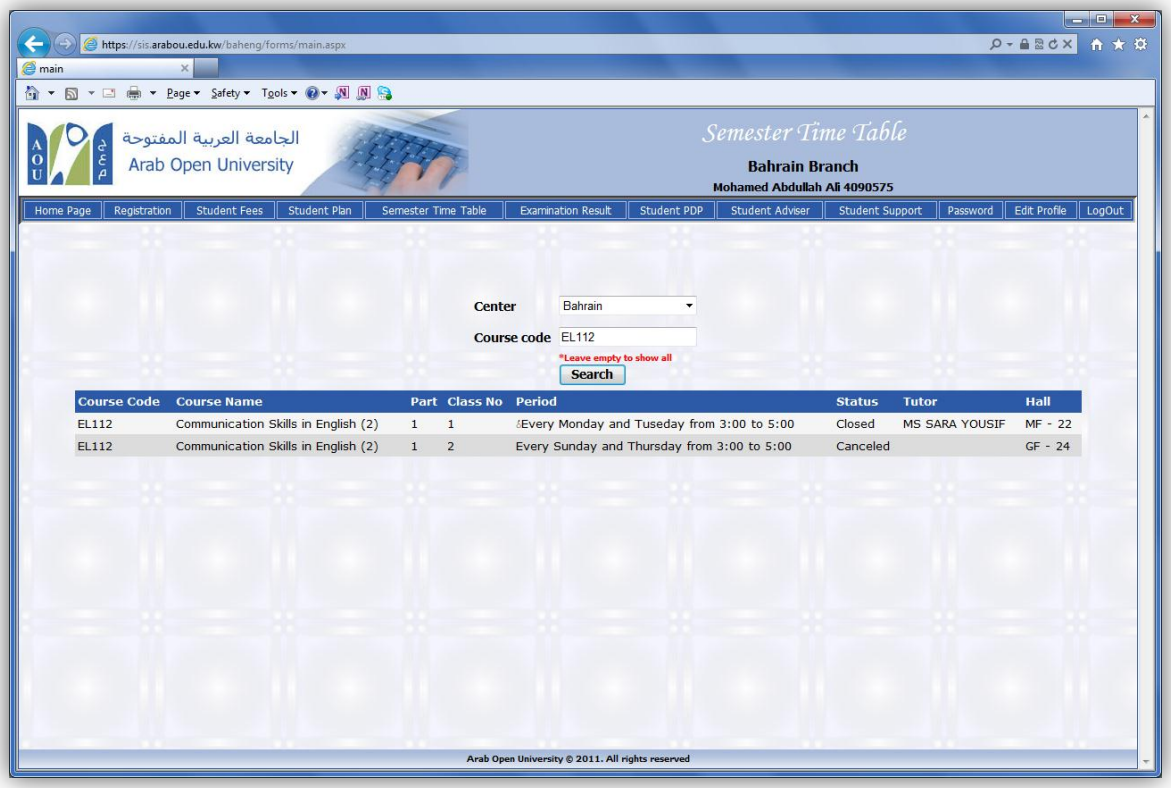

Figure 10: Semester Timetable

5- Student Fees

For viewing your current financial status within the organization, you have to click on the "Student Fees" from the horizontal toolbar or on the "Student Fees" icon in the main screen (See Figure 4).

A screen will appear showing a table (Figure 11 – Point 1) that will provide you with three main piece of information:

1- Fee Type: the types of fees which are required from you in the current semester.
2- Required Amounts: the amounts required from you in the current semester divided according to the fee types stated in the first point.
3- Paid Amount: the amounts that have been paid by you in the current semester according to the fee types stated in the first point.

The "Student Balance" section of the screen will provide you with the total amount you should pay to the university.

Note: The "Student Balance" contains the sum of the amount that you have not paid in the previous semester or have paid excess in the previous semester.

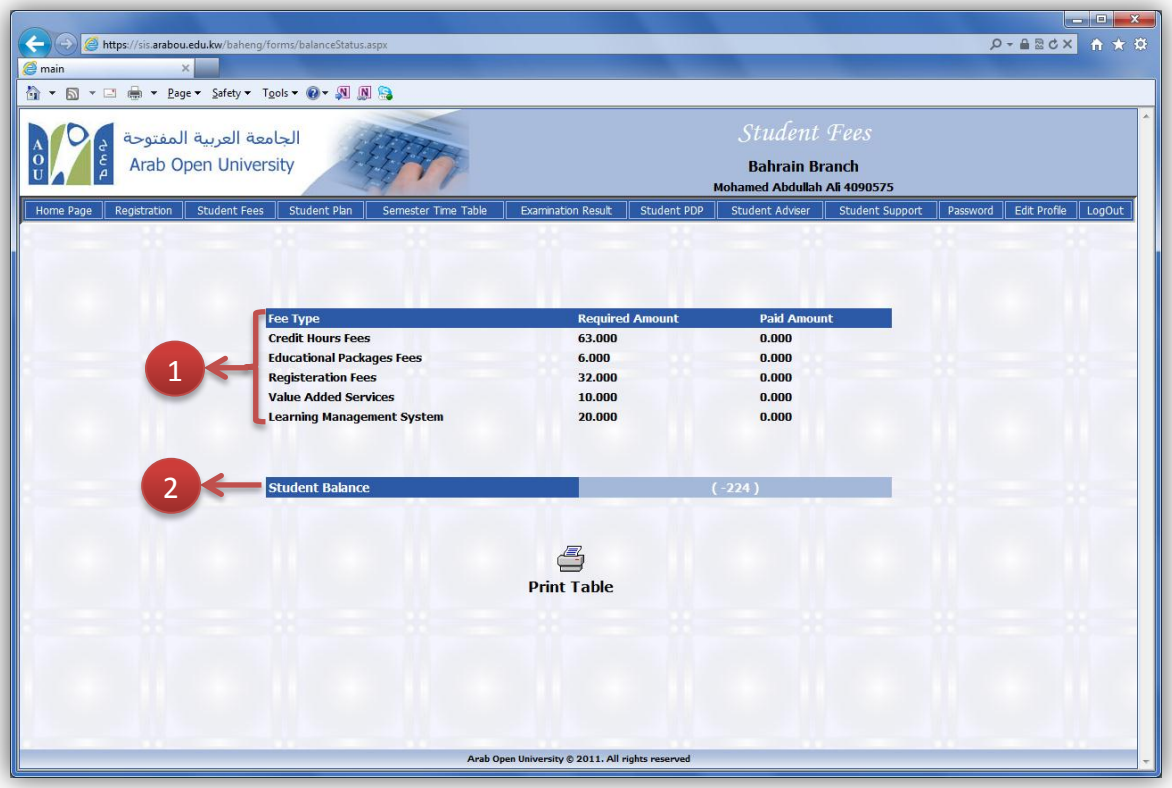

Figure 11: Student Fees

6- Student's Plan

For viewing the progress you have made in accordance to your academic plan, you have to click on the "Student Plan" from the horizontal toolbar or on the "Student Plan" icon in the main screen (See Figure 4).

A screen will appear containing three main views (Figure 12):

1- Table containing summarized information about the total hours to be completed by you, the hours you have completed, and the remaining hours to be completed in each category (compulsory university courses, compulsory major courses, elective major courses).
2- Graphical representation of the current status of your courses which presents the "Completed Courses" in green, the "Registered Courses" in grey and the "Not Completed Courses" in red.
3- Tabular representation of the courses according to their requirement type. You can navigate to the same by scrolling down the page or clicking on the "Show" link associated with requested plan requirement from the table mentioned in point one.

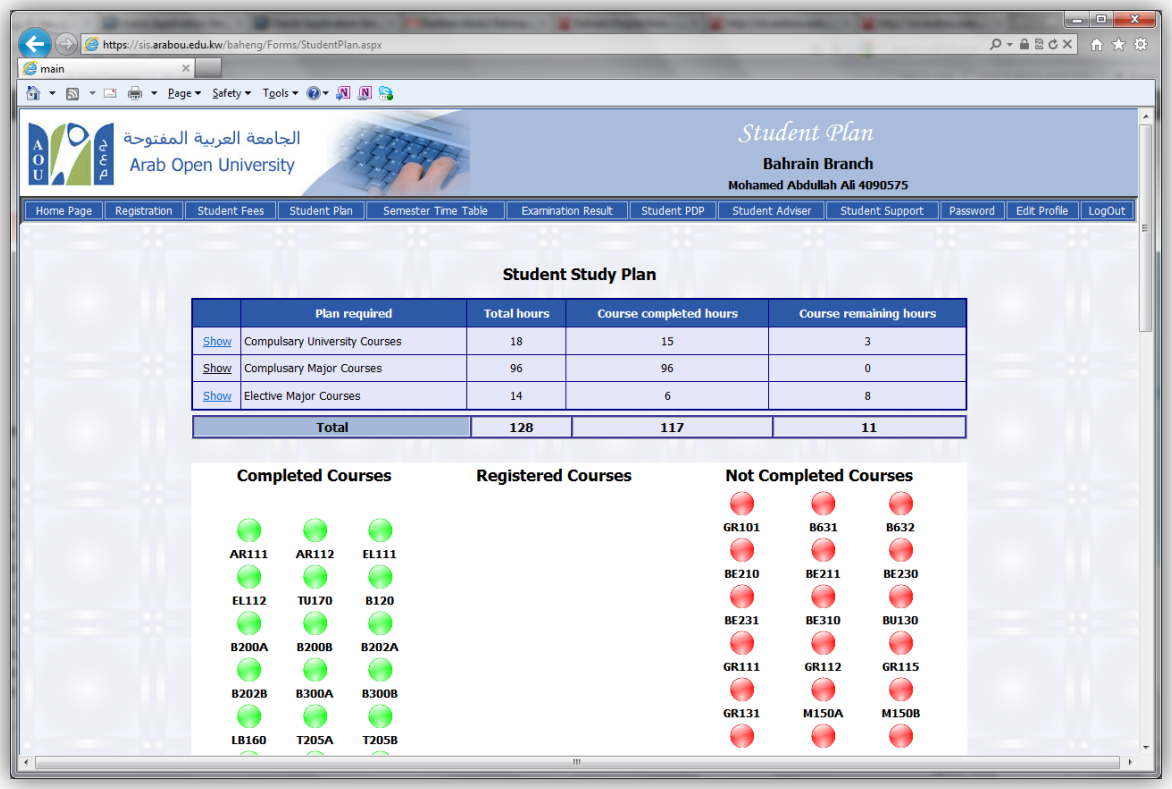

Figure 12: Student's Plan

7- Examination Results

For viewing your grades in any of the past semester, you have to click on the "Examination Results" from the horizontal toolbar or on the "Grades" icon in the main screen (See Figure 4).

This page provides you with an unofficial transcript. It presents the details of the marks you have received in the course in addition to grade letter you have got for each course (Figure 13). The completed hours along with the received GPA and points will be calculated for you at the end of each semester.

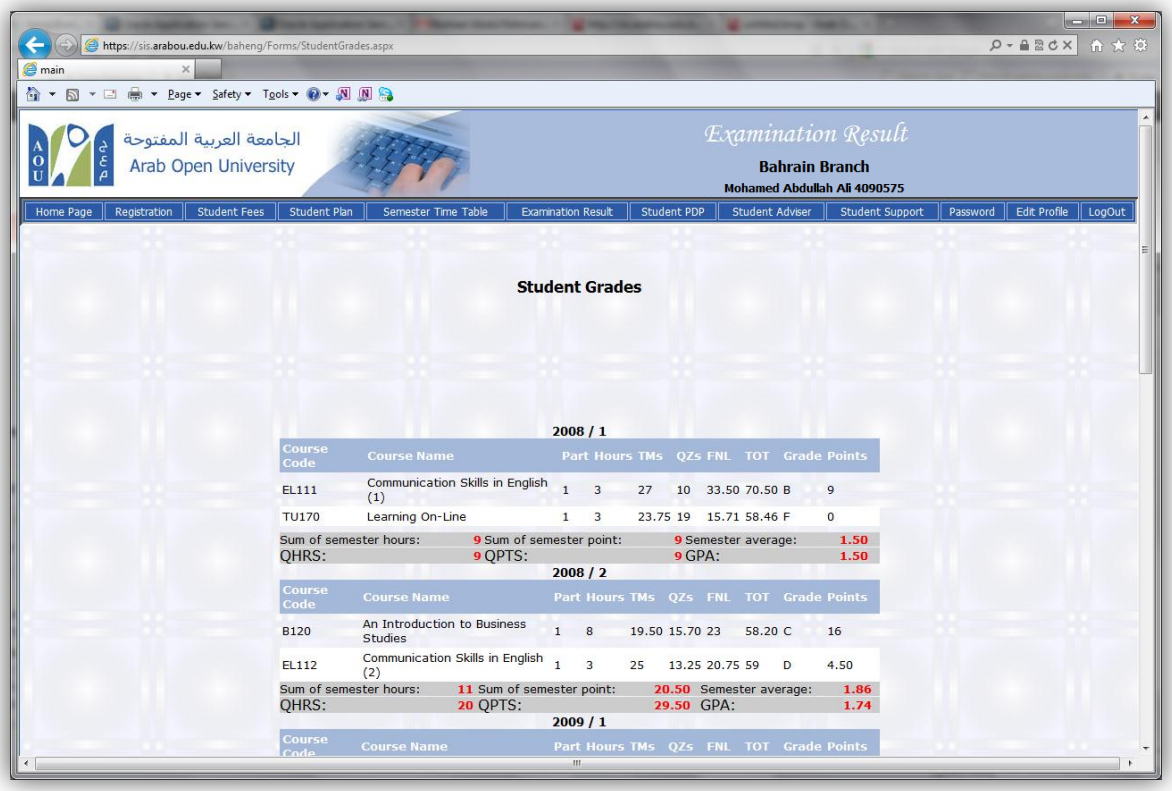
https://sis.arabou.edu.kw/baheng/Forms/StudentGrades.aspx
الجامعة العربية المفتوحة
Arab Open University
Examination Result
Bahrain Branch
Mohamed Abdullah Ali 4090575
Home Page
Registration
Student Fees
Student Plan
Semester Time Table
Examination Result
Student PDP
Student Adviser
Student Support
Password
Edit Profile
LogOut
Student Grades
2008 / 1
Course Code | Course Name | Part | Hours | TMs | QZs | FNL | TOT | Grade | Points
EL111 | Communication Skills in English (1) | 1 | 3 | 27 | 10 | 33.50 | 70.50 | B | 9
TU170 | Learning On-Line | 1 | 3 | 23.75 | 19 | 15.71 | 58.46 | F | 0
Sum of semester hours: 9 Sum of semester point: 9 Semester average: 1.50
QHRS: 9 QPTS: 9 GPA: 1.50
2008 / 2
Course Code | Course Name | Part | Hours | TMs | QZs | FNL | TOT | Grade | Points
B120 | An Introduction to Business Studies | 1 | 8 | 19.50 | 15.70 | 23 | 58.20 | C | 16
EL112 | Communication Skills in English (2) | 1 | 3 | 25 | 13.25 | 20.75 | 59 | D | 4.50
Sum of semester hours: 11 Sum of semester point: 20.50 Semester average: 1.86
QHRS: 20 QPTS: 29.50 GPA: 1.74
2009 / 1
Course Code | Course Name | Part | Hours | TMs | QZs | FNL | TOT | Grade | Points

Figure 13: Examination Results

8- Student Plan Development Plan

For developing your personal plan, you have to click on the "Student PDP" from the horizontal toolbar or on the "Student PDP" icon in the main screen (See Figure 4).

This page starts with a brief explanation of the Personal Development Plan (PDP) and the steps you should follow to outline your career in a more reflective, organized and controlled way (Figure 14). The page contains 4 main sections that help you in designing a dependable PDP, which are:

1- PDP Helps You In Control: this section explains why the PDP is a good approach to deal with your future.
2- Thinking about My Future: this section helps you in outlining and therefore understanding your goals and your current position according to them.
3- My Goals for This Semester: this section helps you in understanding your goals for the current semester, the methods you will follow to achieve them, and estimating a due date upon which the goals must be achieved.
4- Evaluating My Performance: this section allows you to assist your performance by stating the degree to which you have achieved your goals and the lesson you have learn throughout the process.

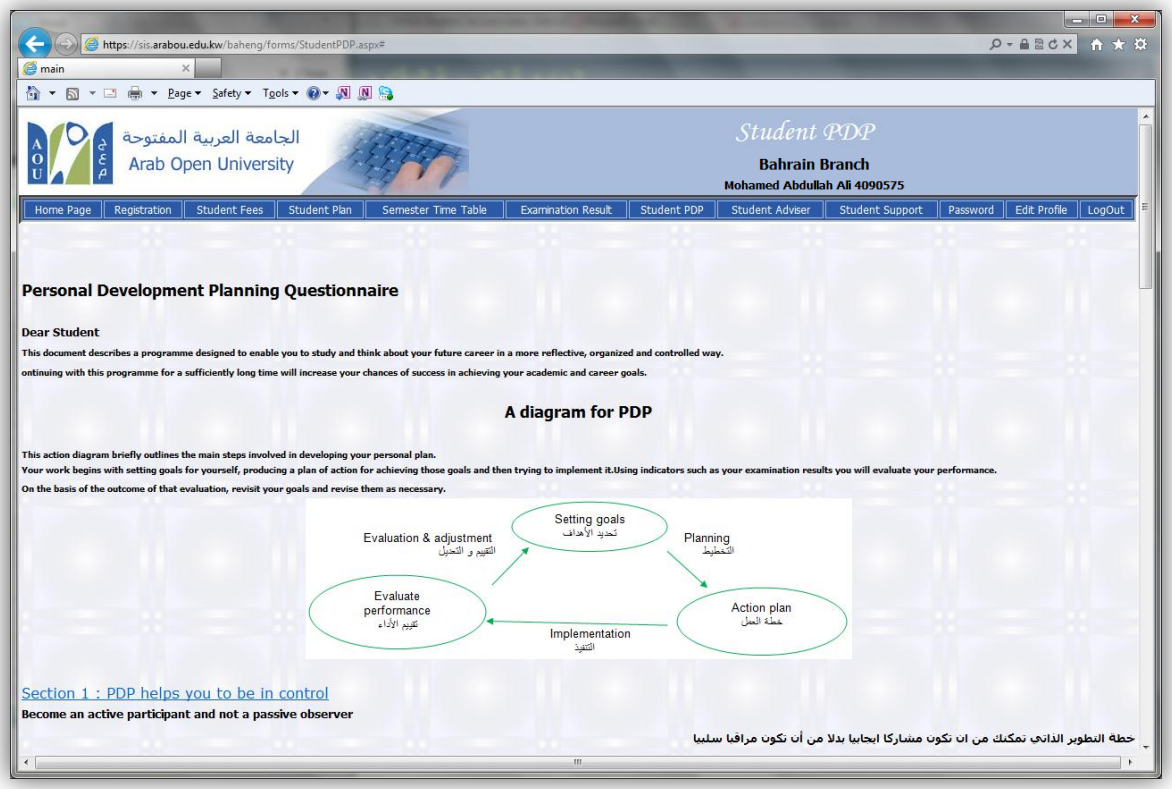
https://sis.arabou.edu.kw/baheng/forms/StudentPDP.aspx#
main
Page
Safety
Tools
الجامعة العربية المفتوحة
Arab Open University
Student PDP
Bahrain Branch
Mohamed Abdullah Ali 4090575
Home Page
Registration
Student Fees
Student Plan
Semester Time Table
Examination Result
Student PDP
Student Adviser
Student Support
Password
Edit Profile
LogOut
Personal Development Planning Questionnaire
Dear Student
This document describes a programme designed to enable you to study and think about your future career in a more reflective, organized and controlled way.
ontinuing with this programme for a sufficiently long time will increase your chances of success in achieving your academic and career goals.
A diagram for PDP
This action diagram briefly outlines the main steps involved in developing your personal plan.
Your work begins with setting goals for yourself, producing a plan of action for achieving those goals and then trying to implement it.Using indicators such as your examination results you will evaluate your performance.
On the basis of the outcome of that evaluation, revisit your goals and revise them as necessary.
Setting goals
تحديد الأهداف
Planning
التخطيط
Action plan
خطة العمل
Implementation
التنفيذ
Evaluate performance
تقييم الأداء
Evaluation & adjustment
التقييم و التعديل
Section 1 : PDP helps you to be in control
Become an active participant and not a passive observer
خطة التطوير الذاتي تمكنك من ان تكون مشاركا ايجابيا بدلا من أن تكون مراقبا سلبيا

Figure 14: Student Personal Development Plan

If you would like to add more than three goals, you should click on the link labeled "Add More Answer for Section 3 and Section 4-Click here" at the bottom of the page.

Filling this page will be done in stages as you can conclude from the page format, so you can save any updates you have done by clicking on the "Submit" button at the end of the page. At the top of the page you will be able to see the date and time on which you have made your last update to the page (Figure 15).

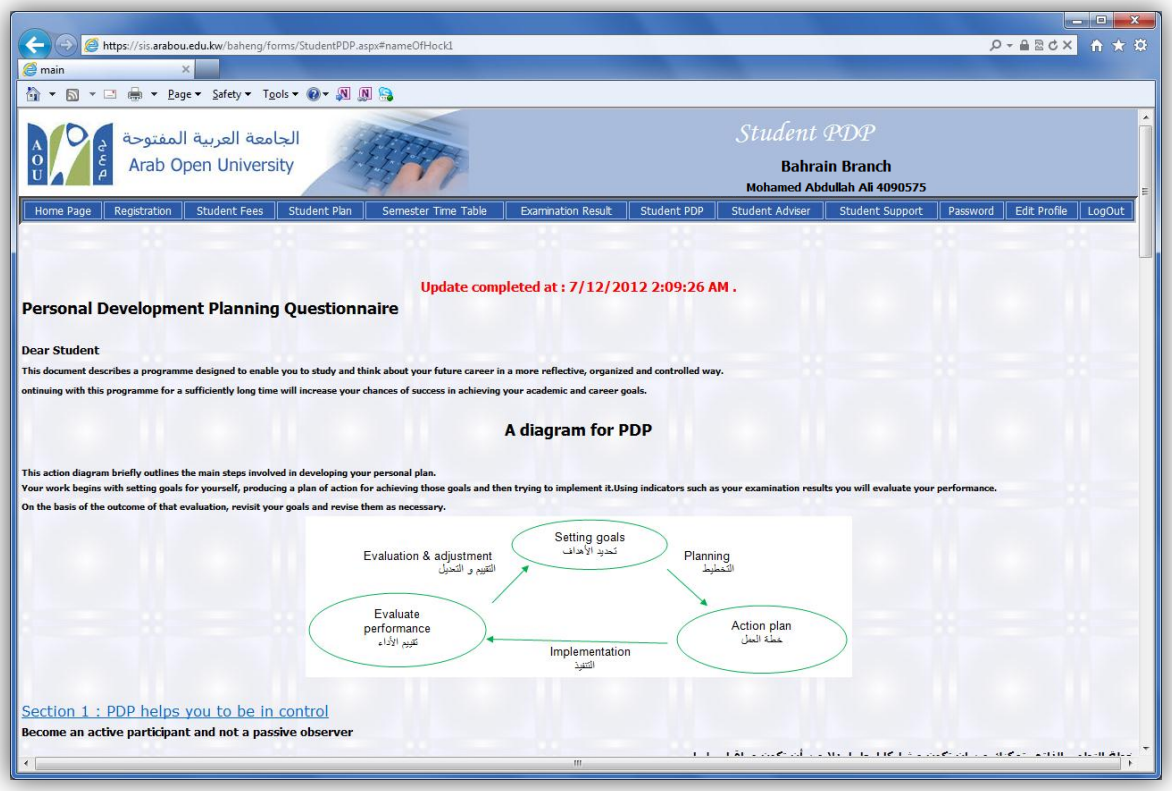
https://sis.arabou.edu.kw/baheng/forms/StudentPDP.aspx#nameOfHock1
الجامعة العربية المفتوحة
Arab Open University
Student PDP
Bahrain Branch
Mohamed Abdullah Ali 4090575
Home Page
Registration
Student Fees
Student Plan
Semester Time Table
Examination Result
Student PDP
Student Adviser
Student Support
Password
Edit Profile
LogOut
Update completed at : 7/12/2012 2:09:26 AM .
Personal Development Planning Questionnaire
Dear Student
This document describes a programme designed to enable you to study and think about your future career in a more reflective, organized and controlled way.
ontinuing with this programme for a sufficiently long time will increase your chances of success in achieving your academic and career goals.
A diagram for PDP
This action diagram briefly outlines the main steps involved in developing your personal plan.
Your work begins with setting goals for yourself, producing a plan of action for achieving those goals and then trying to implement it.Using indicators such as your examination results you will evaluate your performance.
On the basis of the outcome of that evaluation, revisit your goals and revise them as necessary.
Setting goals
تحديد الأهداف
Planning
التخطيط
Action plan
خطة العمل
Implementation
التنفيذ
Evaluate performance
تقييم الأداء
Evaluation & adjustment
التقييم و التحليل
Section 1 : PDP helps you to be in control
Become an active participant and not a passive observer

Figure 15: Student Personal Development Plan - Last Update

9- Student Advisor

For viewing your advisor and the advices you have been provided by him, you have to click on the "Student Advisor" from the horizontal toolbar or on the "Student Advisor" icon in the main screen (See Figure 4).

The screen will provide you with the name of your advisor along with the number of his office. The screen will also provide you with the last advice that has been provided for you by your advisor. (Figure 16)

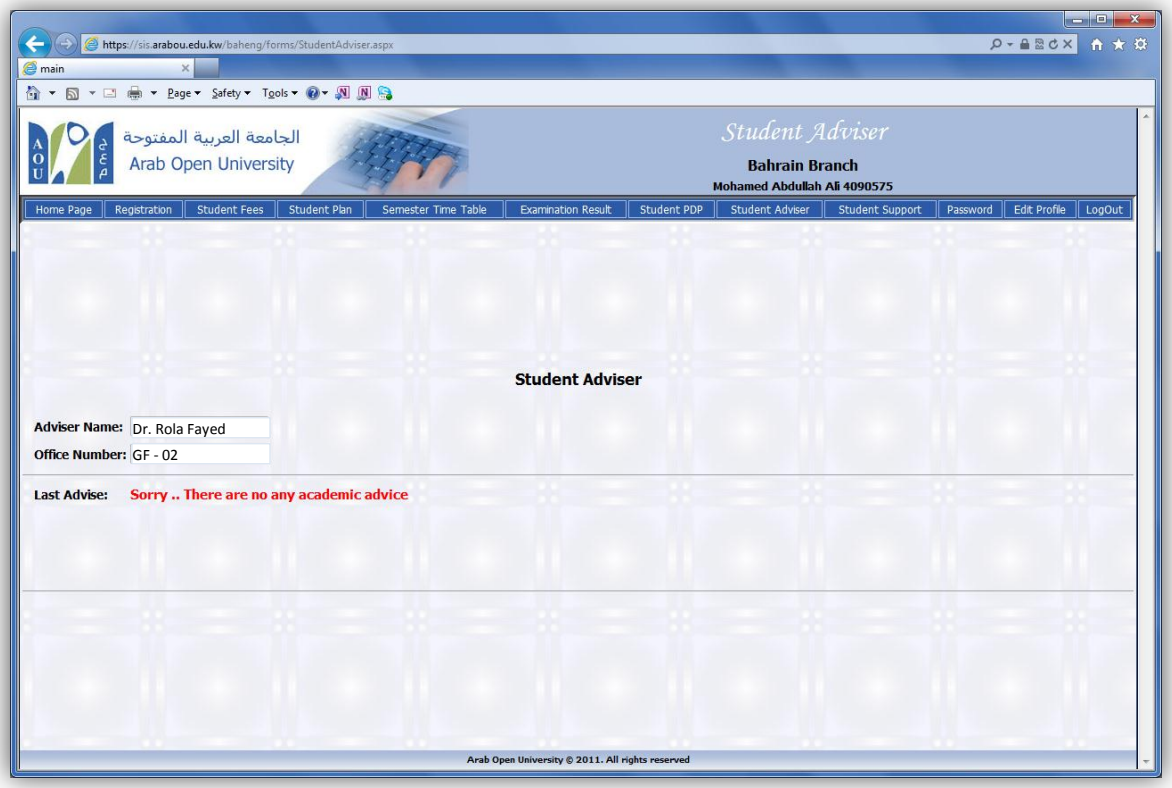

Figure 16: Student Advisor

10- Student Support

For submitting appeal request, complaint, or any inquiries, you have to click on the "Student Support" from the horizontal toolbar or on the "Student Support" icon in the main screen (See Figure 4).

This screen will aid you to navigate to four other systems (Figure 17), which are:

1- Appeal System.
2- Complaint System.
3- Inquiries System.
4- Disability and Dyslexia Support System (DDSS).

Figure 17: Support System

10-1. Appeal System

For accessing the appeal system, you have to click on the "Student Support" from the horizontal toolbar or on the "Student Support" icon in the main screen (See Figure 4) and then click on "Click Here" placed under the "Appeal System" phrase (See Figure 17)

This page is design to aid you in understanding the appeal process, submit appeal for both final exam as well as continuous assessment, and view the history of the appeals you previously submitted through the system (Figure 18).

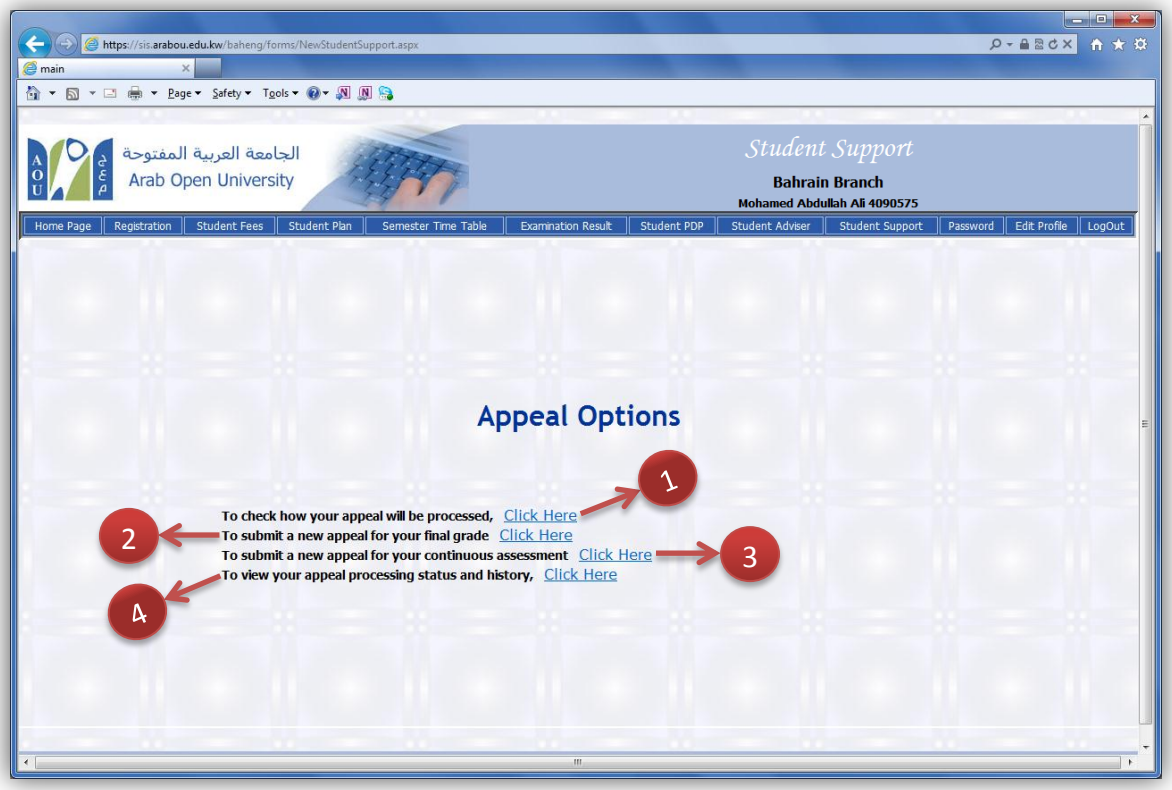

Figure 18: Appeal System

To understand the process and logic of appeal in the university, click on "Click Here" (Figure 18 Point 1). A page will open presenting the appeal process (Figure 19).

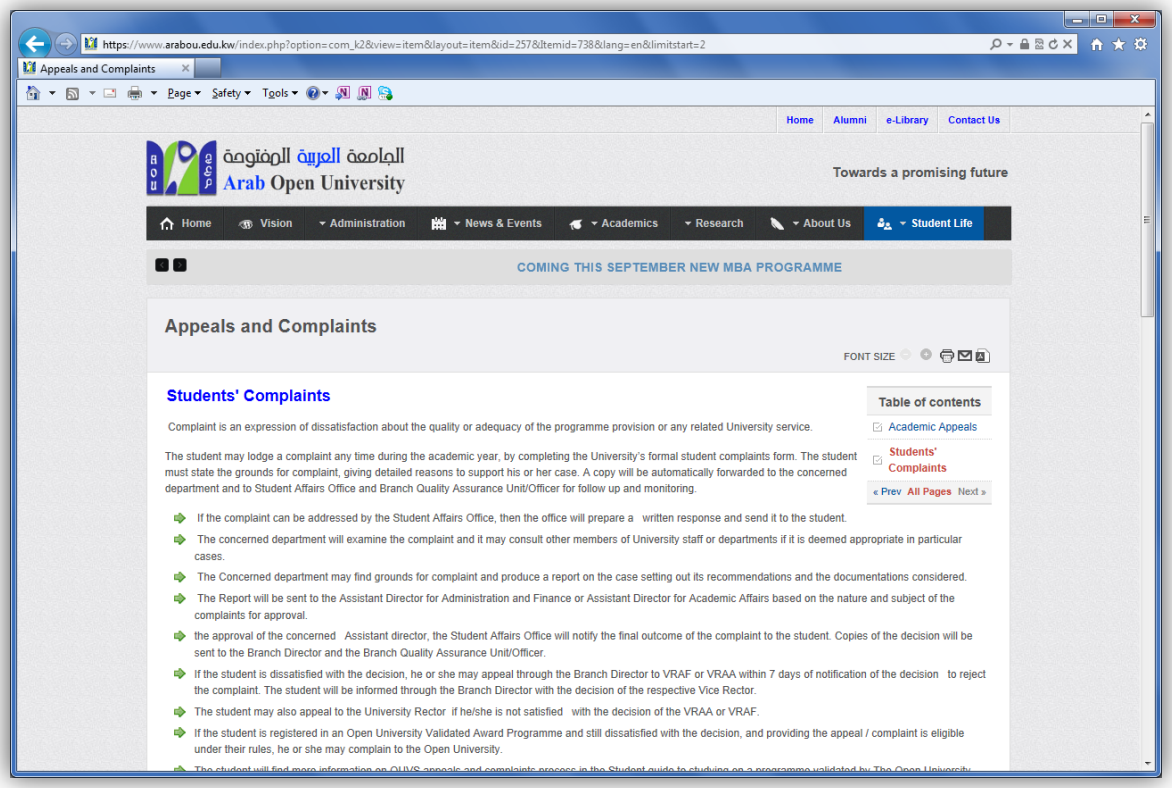
https://www.arabou.edu.kw/index.php?option=com_k2&view=item&layout=item&id=257&Itemid=738&lang=en&limitstart=2
Appeals and Complaints
Home
Alumni
e-Library
Contact Us
الجامعة العربية المفتوحة
Arab Open University
Towards a promising future
Home
Vision
Administration
News & Events
Academics
Research
About Us
Student Life
COMING THIS SEPTEMBER NEW MBA PROGRAMME
Appeals and Complaints
FONT SIZE
Students' Complaints
Table of contents
Academic Appeals
Students' Complaints
« Prev All Pages Next »
Complaint is an expression of dissatisfaction about the quality or adequacy of the programme provision or any related University service.
The student may lodge a complaint any time during the academic year, by completing the University's formal student complaints form. The student must state the grounds for complaint, giving detailed reasons to support his or her case. A copy will be automatically forwarded to the concerned department and to Student Affairs Office and Branch Quality Assurance Unit/Officer for follow up and monitoring.
If the complaint can be addressed by the Student Affairs Office, then the office will prepare a written response and send it to the student.
The concerned department will examine the complaint and it may consult other members of University staff or departments if it is deemed appropriate in particular cases.
The Concerned department may find grounds for complaint and produce a report on the case setting out its recommendations and the documentations considered.
The Report will be sent to the Assistant Director for Administration and Finance or Assistant Director for Academic Affairs based on the nature and subject of the complaints for approval.
the approval of the concerned Assistant director, the Student Affairs Office will notify the final outcome of the complaint to the student. Copies of the decision will be sent to the Branch Director and the Branch Quality Assurance Unit/Officer.
If the student is dissatisfied with the decision, he or she may appeal through the Branch Director to VRAF or VRAA within 7 days of notification of the decision to reject the complaint. The student will be informed through the Branch Director with the decision of the respective Vice Rector.
The student may also appeal to the University Rector if he/she is not satisfied with the decision of the VRAA or VRAF.
If the student is registered in an Open University Validated Award Programme and still dissatisfied with the decision, and providing the appeal / complaint is eligible under their rules, he or she may complain to the Open University.

Figure 19: Appeal System – Appeal Process

To submit a new appeal request for either final grades or continuous assessment to the university, click on "Click Here" (Figure 18 Point 2) or (Figure 18 Point 2).

If you do not have any course for which you can submit the appeal, an error message will appear at the end of the page (Figure 20)

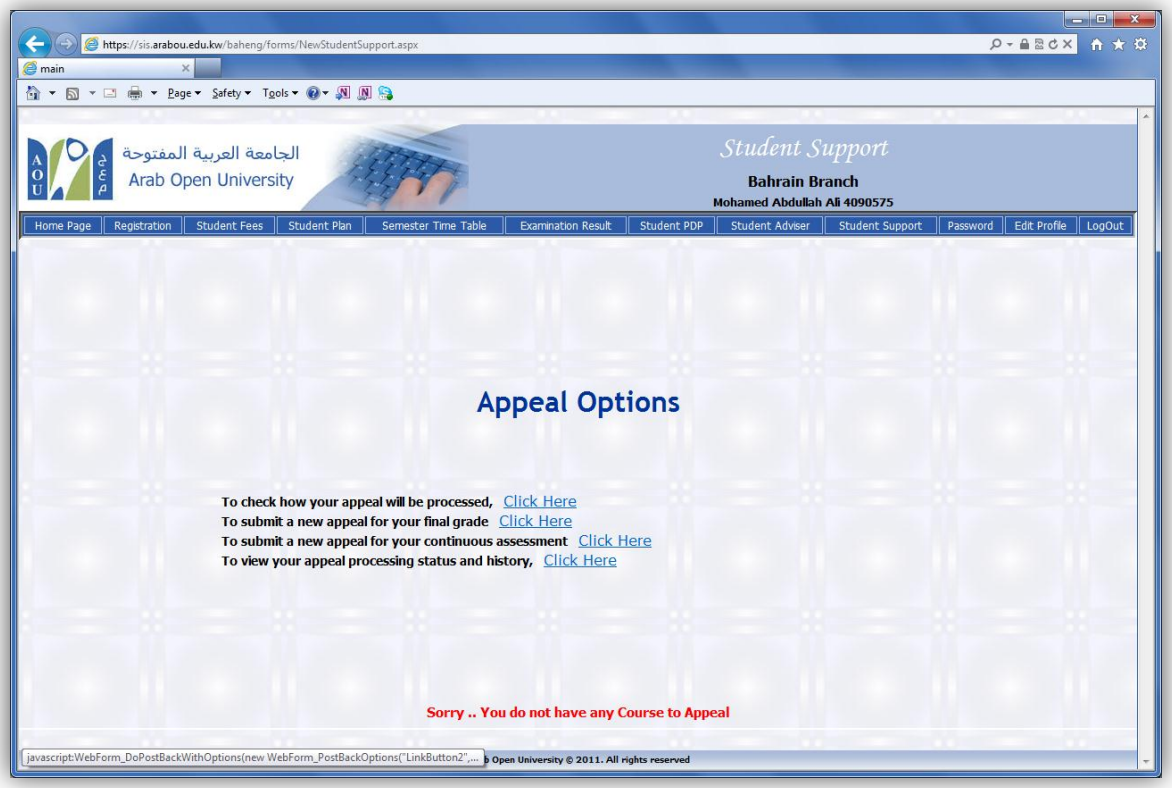

Figure 20: Appeal System - Error Message

If you have course/s for which you can submit an appeal, a page will open presenting the appeal form to be filled (Figure 21). The screen will contain your student information by default to be submitted with your appeal request.

https://sis.arabou.edu.kw/baheng/forms/NewStudentSupport.aspx
main
Page Safety Tools
الجامعة العربية المفتوحة
Arab Open University
Student Support
Bahrain Branch
Mohamed Abdullah Ali 4090575
Home Page Registration Student Fees Student Plan Semester Time Table Examination Result Student PDP Student Adviser Student Support Password Edit Profile LogOut
Appeal Options
To check how your appeal will be processed, Click Here
To submit a new appeal for your final grade Click Here
To submit a new appeal for your continuous assessment Click Here
To view your appeal processing status and history, Click Here
Academic Appeals Form
AOU assures the students that lodging Appeal/Complaint will not adversely affect your current or future grades or disadvantage you in any way and that all appeals and complaints will be processed fairly and transparently according to the rules and regulations of AOU. Please note that this appeal will not entail remarking. The committee will study the appeal to clarify absence of error in adding or entering the grade.
Student Information:
Branch Bahrain
Student Name Mohamed Abdullah Ali
Student ID 4090575
Telephone No. 0
E-mail address none@aou.org.bh

Figure 21: Appeal System – Student's Information

In order to submit your appeal, you should scroll down the page and follow the following steps (Figure 26):

1- Select the course you would like to submit an appeal for from the "Course Code" drop down list, the associated fields will be filled by default (Course Name, Course Part, Tutor Name, and Section Number).
2- Select the appeal subject whether MTA, TMA, or Final from "Appeal Subject" drop down list. The Grade will be filled automatically based on your grade for the selected subject.
3- Select the number of the receipt on which you have paid the appeal fees.
4- Write the reasons for raising an appeal in the selected course.
5- Attach a document -if needed- to present additional information about the complaint. To do so:

- Select "Yes" under document attached to enable the attachment fields.
- Click on "Browse" to browse for the file and select it.
- Click on "Upload File" to upload the file you have selected.

6- Click on "Agree" to assure the accuracy of the submitted information, as well as approving the circulation of the complaint among the concern staff.

7- Click "Submit" to submit the complaint to the concerned department.

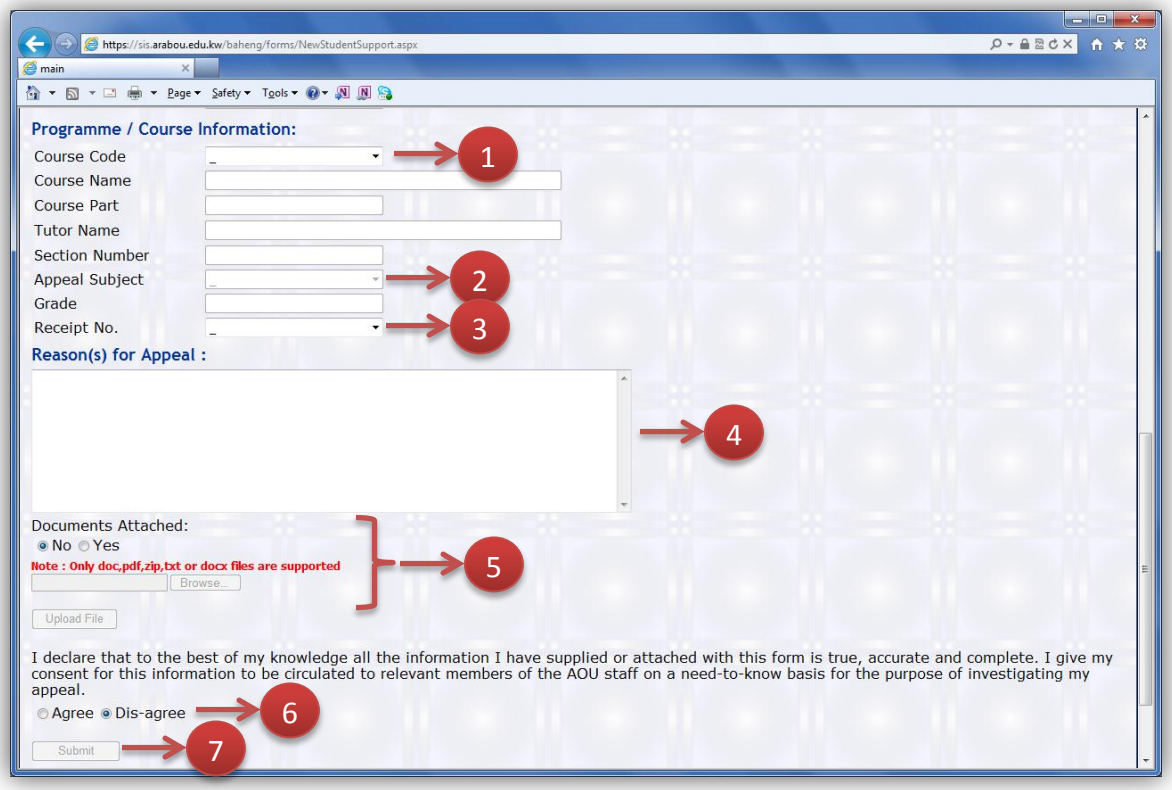

Figure 22: Appeal System – Appeal Form

To view the history of the appeals submitted by you through the system, click "Click Here" (Figure 18 Point 1).

The appeal history screen will provide you with the current status of the appeals you have previously submitted through the system (Figure 23).

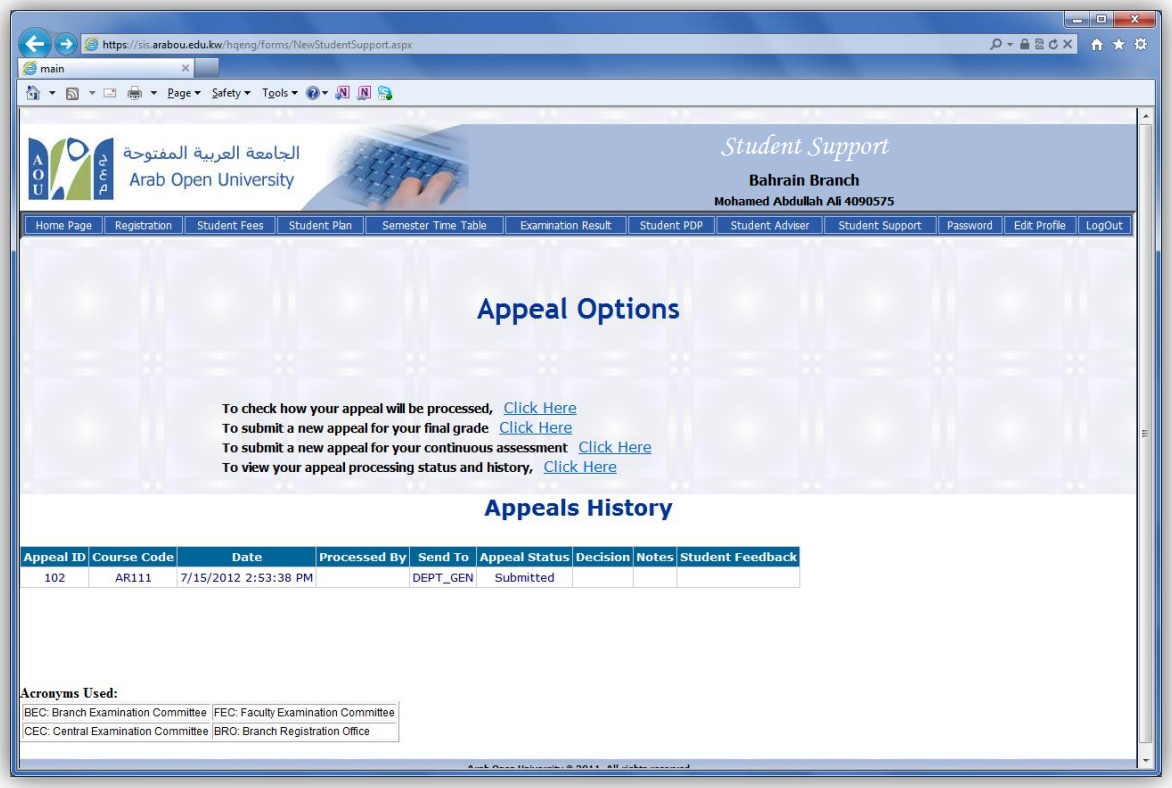
https://sis.arabou.edu.kw/hqeng/forms/NewStudentSupport.aspx
main
Page Safety Tools
الجامعة العربية المفتوحة
Arab Open University
Student Support
Bahrain Branch
Mohamed Abdullah Ali 4090575
Home Page Registration Student Fees Student Plan Semester Time Table Examination Result Student PDP Student Adviser Student Support Password Edit Profile LogOut
Appeal Options
To check how your appeal will be processed, Click Here
To submit a new appeal for your final grade Click Here
To submit a new appeal for your continuous assessment Click Here
To view your appeal processing status and history, Click Here
Appeals History
Appeal ID Course Code Date Processed By Send To Appeal Status Decision Notes Student Feedback
102 AR111 7/15/2012 2:53:38 PM DEPT_GEN Submitted
Acronyms Used:
BEC: Branch Examination Committee FEC: Faculty Examination Committee
CEC: Central Examination Committee BRO: Branch Registration Office

Figure 23: Appeal System - Appeal History

10-2. Complaint System

For accessing the complaint system, you have to click on the "Student Support" from the horizontal toolbar or on the "Student Support" icon in the main screen (See Figure 4) and then click on "Click Here" placed under the "Complaint System" phrase (See Figure 17)

This page is design to aid you in understanding the complaint process, submit complaint, and view the history of the complaint you previously submitted through the system (Figure 24).

Figure 24: Complaint System

To understand the process and logic of complaint in the university, click on "Click Here" (Figure 24 Point 1). A page will open presenting the complaint process (Figure 19).

To submit a new complaint to the university, click on "Click Here" (Figure 24 Point 2). A page will open presenting the complaint form to be filled (Figure 25). The screen will contain your student information by default to be submitted with your complaint request.

https://sis.arabou.edu.kw/baheng/forms/NewStudentSupport2.aspx
main
Page Safety Tools
الجامعة العربية المفتوحة
Arab Open University
Student Support
Bahrain Branch
Mohamed Abdullah Ali 4090575
Home Page Registration Student Fees Student Plan Semester Time Table Examination Result Student PDP Student Adviser Student Support Password Edit Profile LogOut
Complaint Options
To check how your complaint will be processed, Click Here
To submit a new complaint Click Here
To view your complaint processing status and history, Click Here
Complaints Form
AOU assures the students that lodging Appeal/Complaint will not adversely affect your current or future grades or disadvantage you in any way and that all appeals and complaints will be processed fairly and transparently according to the rules and regulations of AOU. Please note that this appeal will not entail remarking. The committee will study the appeal to clarify absence of error in adding or entering the grade.
Student Information:
Branch Bahrain
Student Name Mohamed Abdullah Ali
Student ID 4090575
Telephone No. 0
E-mail address none@aou.org.bh

Figure 25: Complaint Form - Student's Information

In order to submit your complaint, you should scroll down the page and follow the following steps (Figure 26):

8- Fill the subject of complaint by choosing the department for which you would like to submit the complaint.
9- Write the details of the complaint you would like to submit.
10- Attach a document -if needed- to present additional information about the complaint. To do so:

- Select "Yes" under document attached to enable the attachment fields.
- Click on "Browse" to browse for the file and select it.
- Click on "Upload File" to upload the file you have selected.

11- Click on "Agree" to assure the accuracy of the submitted information, as well as approving the circulation of the complaint among the concern staff.

12- Click "Submit" to submit the complaint to the concerned department.

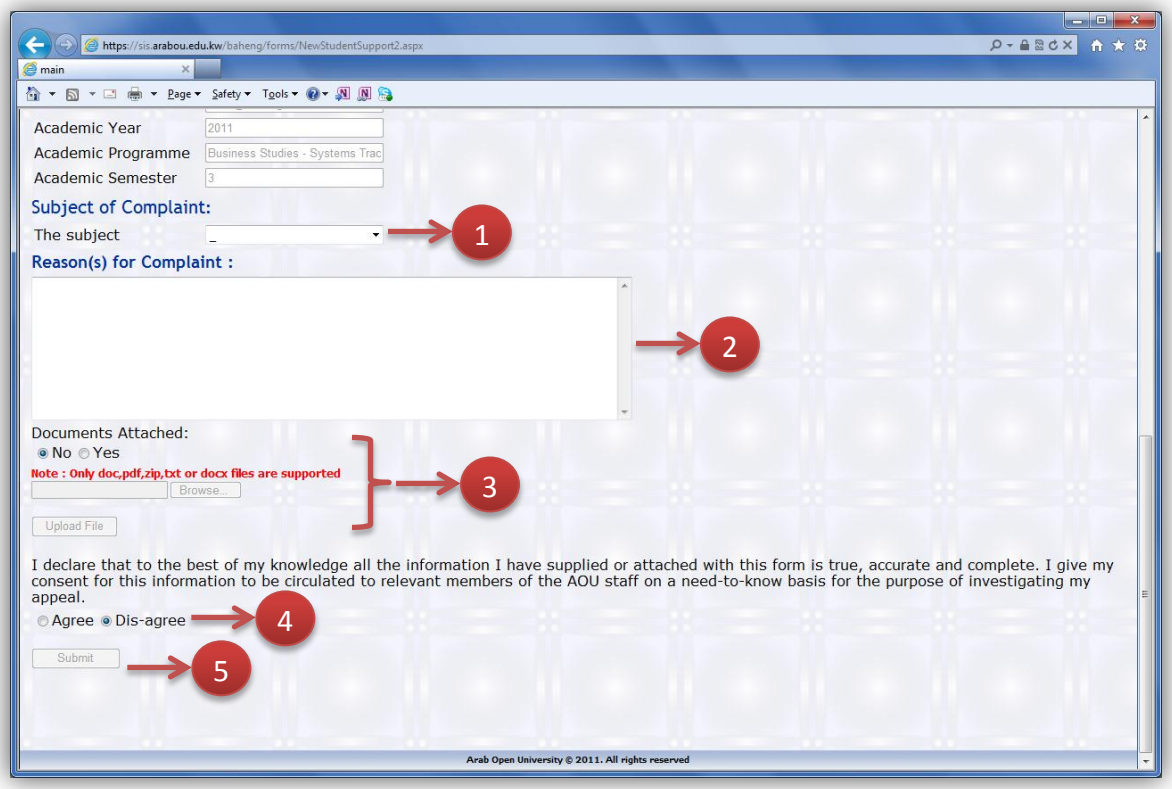

Figure 26: Complaint System - Complain Form

To view the history of the complaints submitted by you through the system, click "Click Here" (Figure 24 Point 3).

The complaint history screen will provide you with the current status of the complaints you have previously submitted through the system (Figure 27).

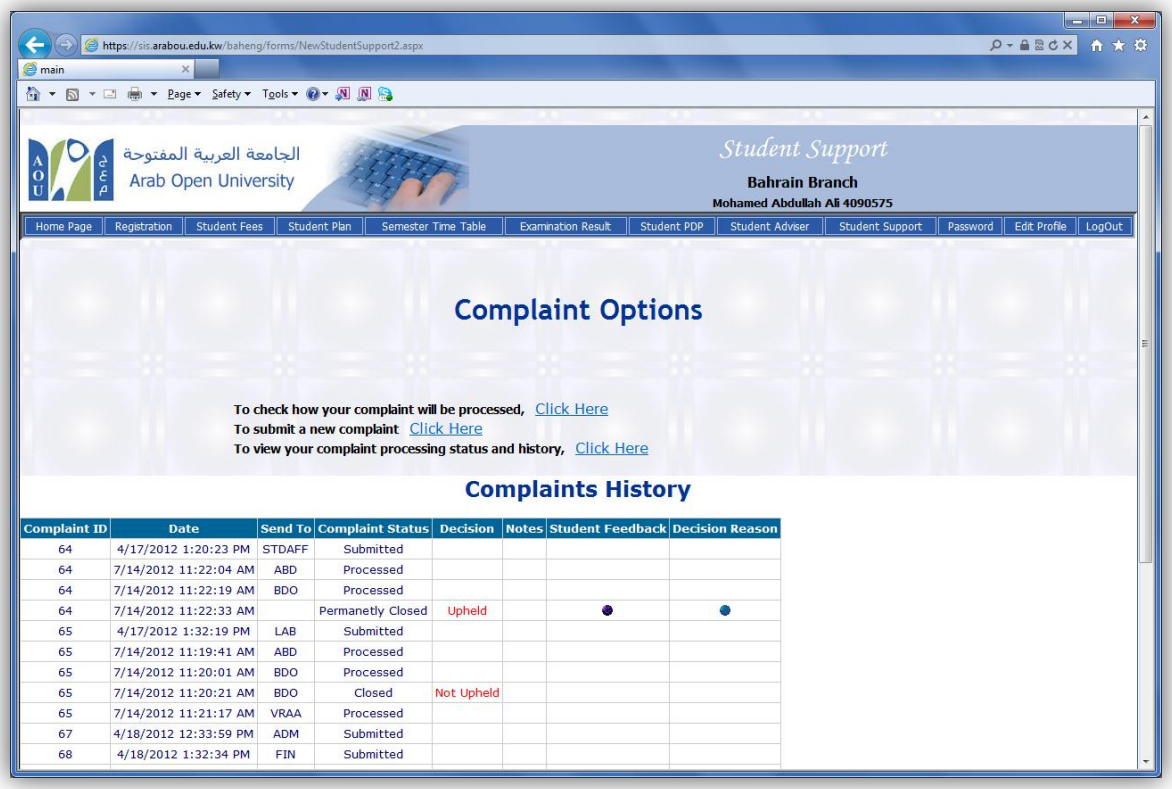
https://sis.arabou.edu.kw/baheng/forms/NewStudentSupport2.aspx
main
Page Safety Tools
الجامعة العربية المفتوحة
Arab Open University
Student Support
Bahrain Branch
Mohamed Abdullah Ali 4090575
Home Page Registration Student Fees Student Plan Semester Time Table Examination Result Student PDP Student Adviser Student Support Password Edit Profile LogOut
Complaint Options
To check how your complaint will be processed, Click Here
To submit a new complaint Click Here
To view your complaint processing status and history, Click Here
Complaints History
Complaint ID | Date | Send To | Complaint Status | Decision | Notes | Student Feedback | Decision Reason
64 | 4/17/2012 1:20:23 PM | STDAFF | Submitted
64 | 7/14/2012 11:22:04 AM | ABD | Processed
64 | 7/14/2012 11:22:19 AM | BDO | Processed
64 | 7/14/2012 11:22:33 AM | | Permanetly Closed | Upheld
65 | 4/17/2012 1:32:19 PM | LAB | Submitted
65 | 7/14/2012 11:19:41 AM | ABD | Processed
65 | 7/14/2012 11:20:01 AM | BDO | Processed
65 | 7/14/2012 11:20:21 AM | BDO | Closed | Not Upheld
65 | 7/14/2012 11:21:17 AM | VRAA | Processed
67 | 4/18/2012 12:33:59 PM | ADM | Submitted
68 | 4/18/2012 1:32:34 PM | FIN | Submitted

Figure 27: Complaint System - Complaint History

10-3. Inquires System

For submitting inquiry request through the system, you have to click on the "Student Support" from the horizontal toolbar or on the "Student Support" icon in the main screen (See Figure 4) and then click on "Click Here" placed under the "Inquiries System" phrase (See Figure 17)

This page has been designed to aid you in submitting inquiry for any department within the university (Figure 28).

If you have submitted any previous inquires, the inquiry details will appear at the top of the page (Figure 28).

In order to submit a new inquiry, you should scroll down the page and follow the following steps:

2- Select the department for which you would like to submit the inquiry.
3- Write the details of the inquiry to be submitted.
4- Click "Submit" to submit the complaint to the concerned department

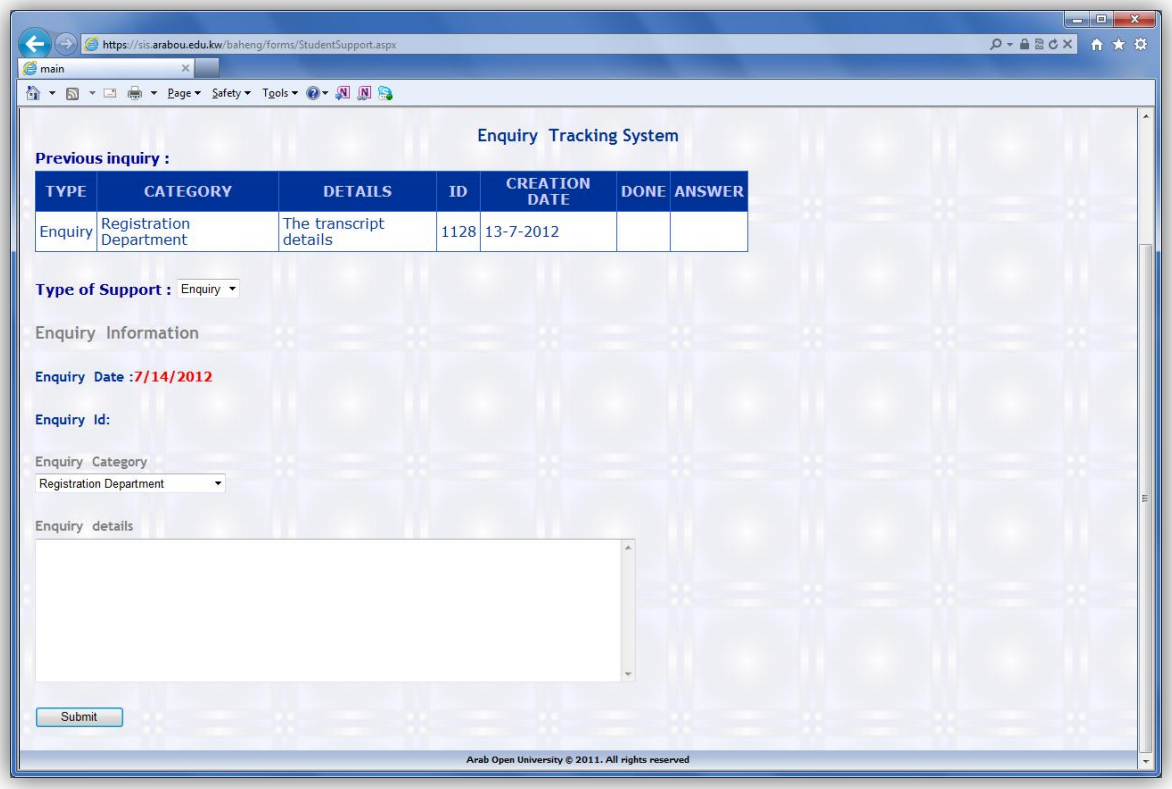

Figure 28: Inquiry System

10-4. Disability and Dyslexia Support System (DDSS)

For accessing the disability and dyslexia support system, you have to click on the "Student Support" from the horizontal toolbar or on the "Student Support" icon in the main screen (See Figure 4) and then click on "Click Here" placed under the "Disability and Dyslexia Support System (DDSS)" phrase (See Figure 17)

This page has been designed to aid you in understanding the disability and dyslexia support process, submit any disability or dyslexia you are suffering from –if any-, and view the history of the disabilities and dyslexics you have previously submitted through the system (Figure 29).

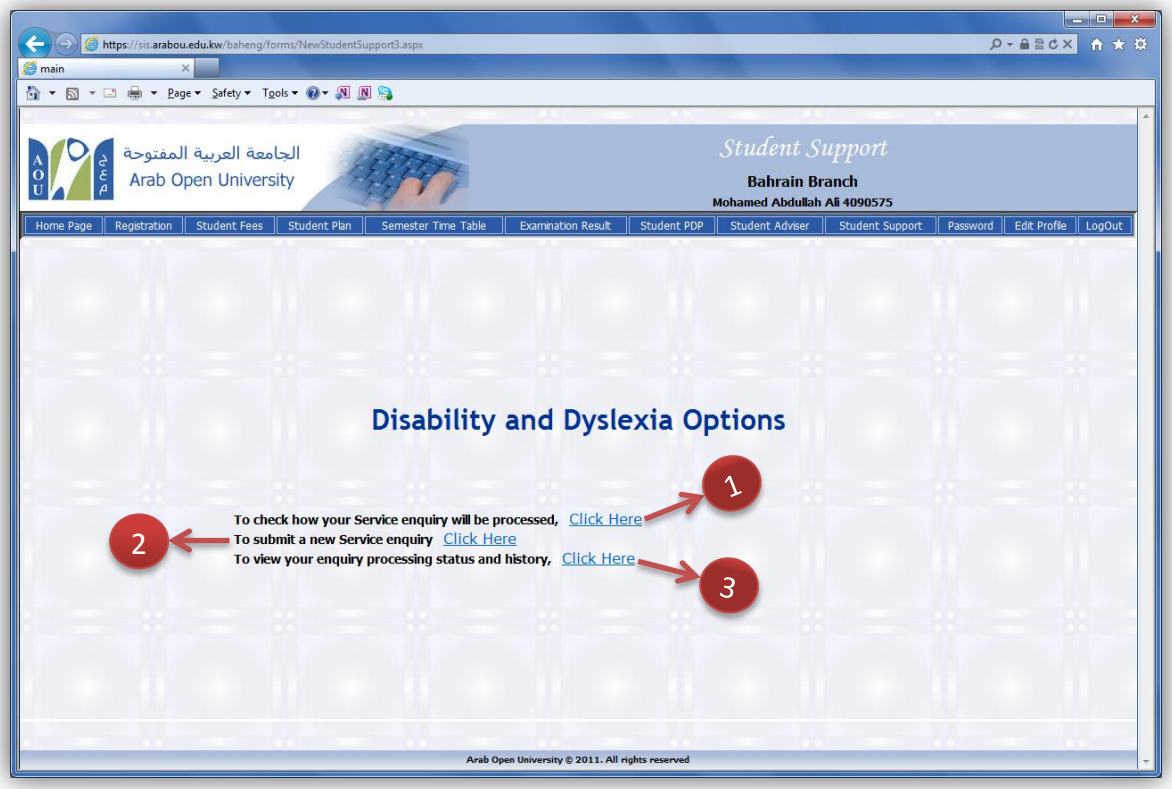

Figure 29: Disability and Dyslexia System

To understand the process and logic of disability and dyslexia in the university, click on "Click Here" (Figure 29 Point 1). A page will open presenting the disability and dyslexia process (Figure 19).

To submit a new disability and dyslexia to the university, click on "Click Here" (Figure 29 Point 2). A page will open presenting the disability and dyslexia form to be filled (Figure 30). The screen will contain your student information by default to be submitted with your disability and dyslexia request.

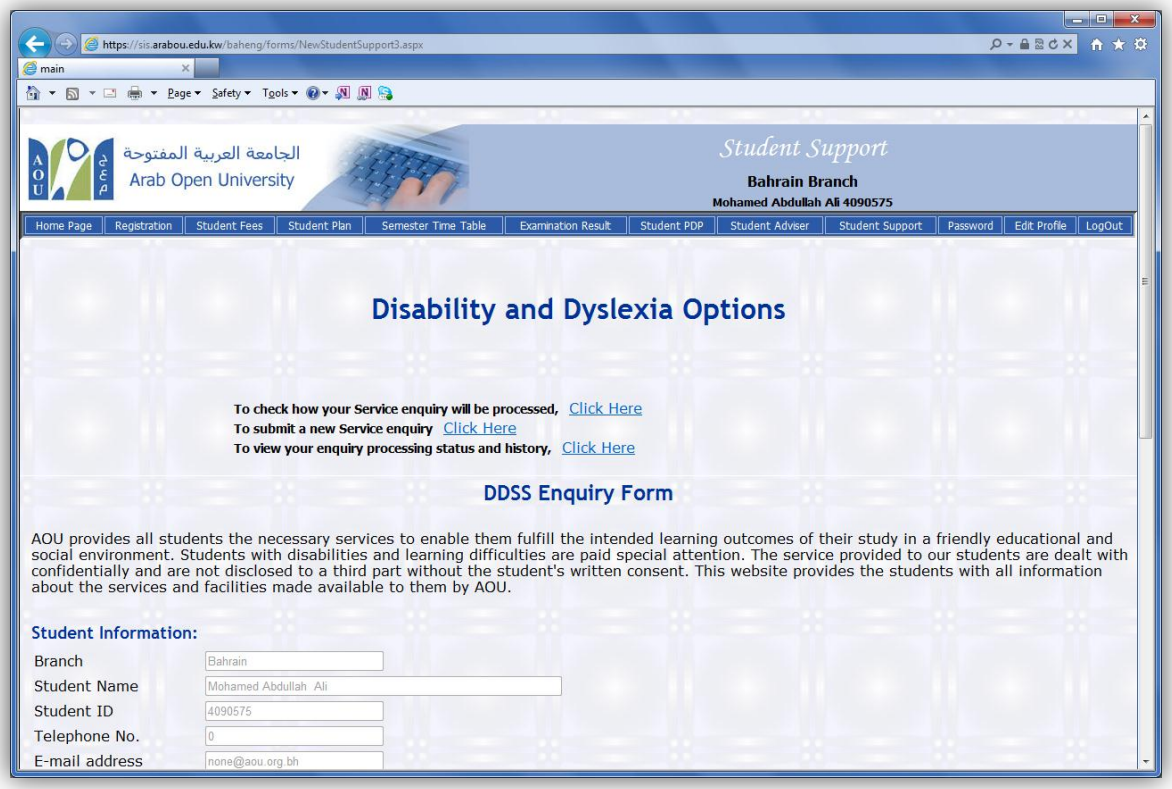
https://sis.arabou.edu.kw/baheng/forms/NewStudentSupport3.aspx
main
Page Safety Tools
الجامعة العربية المفتوحة
Arab Open University
Student Support
Bahrain Branch
Mohamed Abdullah Ali 4090575
Home Page
Registration
Student Fees
Student Plan
Semester Time Table
Examination Result
Student PDP
Student Adviser
Student Support
Password
Edit Profile
LogOut
Disability and Dyslexia Options
To check how your Service enquiry will be processed, Click Here
To submit a new Service enquiry Click Here
To view your enquiry processing status and history, Click Here
DDSS Enquiry Form
AOU provides all students the necessary services to enable them fulfill the intended learning outcomes of their study in a friendly educational and social environment. Students with disabilities and learning difficulties are paid special attention. The service provided to our students are dealt with confidentially and are not disclosed to a third part without the student's written consent. This website provides the students with all information about the services and facilities made available to them by AOU.
Student Information:
Branch
Bahrain
Student Name
Mohamed Abdullah Ali
Student ID
4090575
Telephone No.
0
E-mail address
none@aou.org.bh

Figure 30: Disability and Dyslexia System - Student Information

In order to submit your disability and dyslexia, you should scroll down the page and follow the following steps (Figure 31):

1- Write the details of the disability and/or dyslexia you would like to submit.
2- Attach a document -if needed- to present additional information about the disability and/or dyslexia. To do so:

- Select "Yes" under document attached to enable the attachment fields.
- Click on "Browse" to browse for the file and select it.
- Click on "Upload File" to upload the file you have selected.

3- Click on "Agree" to assure the accuracy of the submitted information, as well as approving the circulation of your disability and/or dyslexia among the concern staff.

4- Click "Submit" to submit the disability and/or dyslexia to the concerned department.

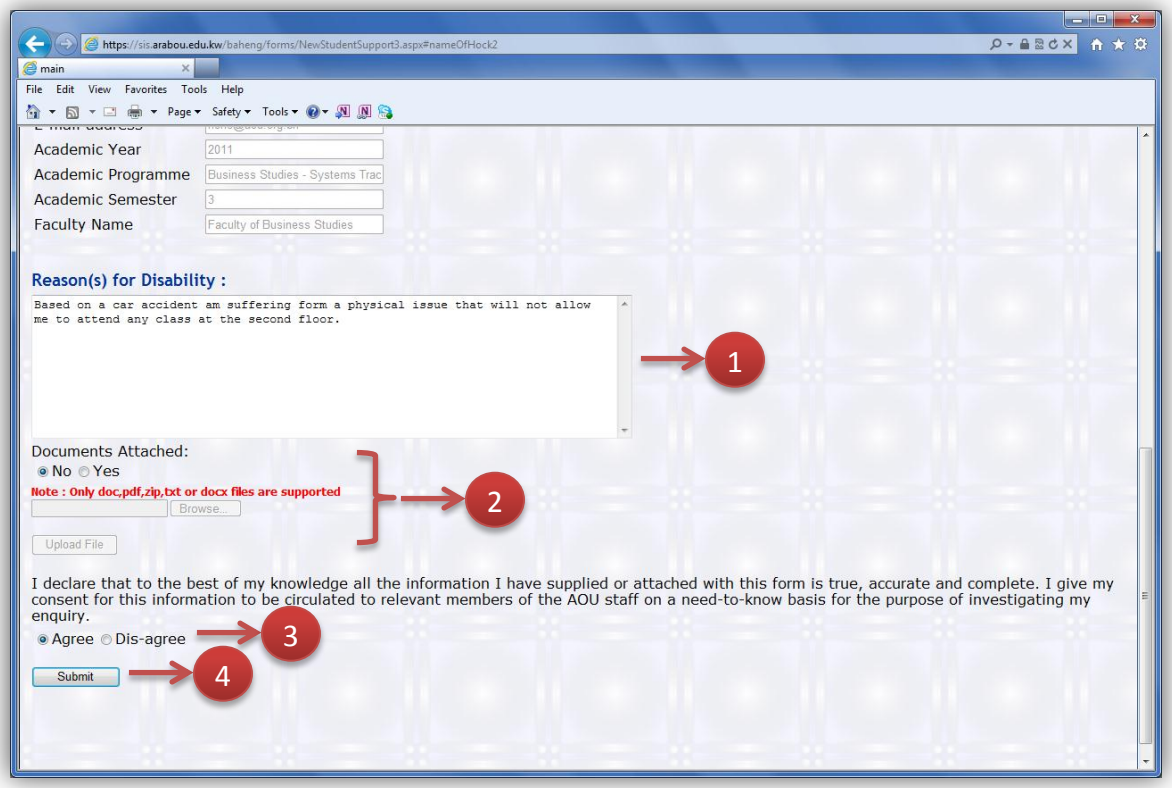
Academic Year
2011
Academic Programme
Business Studies - Systems Trac
Academic Semester
3
Faculty Name
Faculty of Business Studies
Reason(s) for Disability :
Based on a car accident am suffering form a physical issue that will not allow me to attend any class at the second floor.
1
Documents Attached:
No Yes
Note : Only doc,pdf,zip,txt or docx files are supported
Browse...
Upload File
2
I declare that to the best of my knowledge all the information I have supplied or attached with this form is true, accurate and complete. I give my consent for this information to be circulated to relevant members of the AOU staff on a need-to-know basis for the purpose of investigating my enquiry.
Agree Dis-agree
3
Submit
4

Figure 31: Disability and Dyslexia System - DDSS Form

11- Password

For changing the password you are using to login to the Online Student Services System, you have to click on the "Password" from the horizontal toolbar or on the "Password" icon in the main screen (See Figure 4).

This screen helps in protecting the privacy of your account, and you can access it at any time (Figure 32). The password can be changed by following the following steps:

1- Enter your old password.
2- Enter your new password.
3- Confirm your new password.
4- Click on "Save" button.

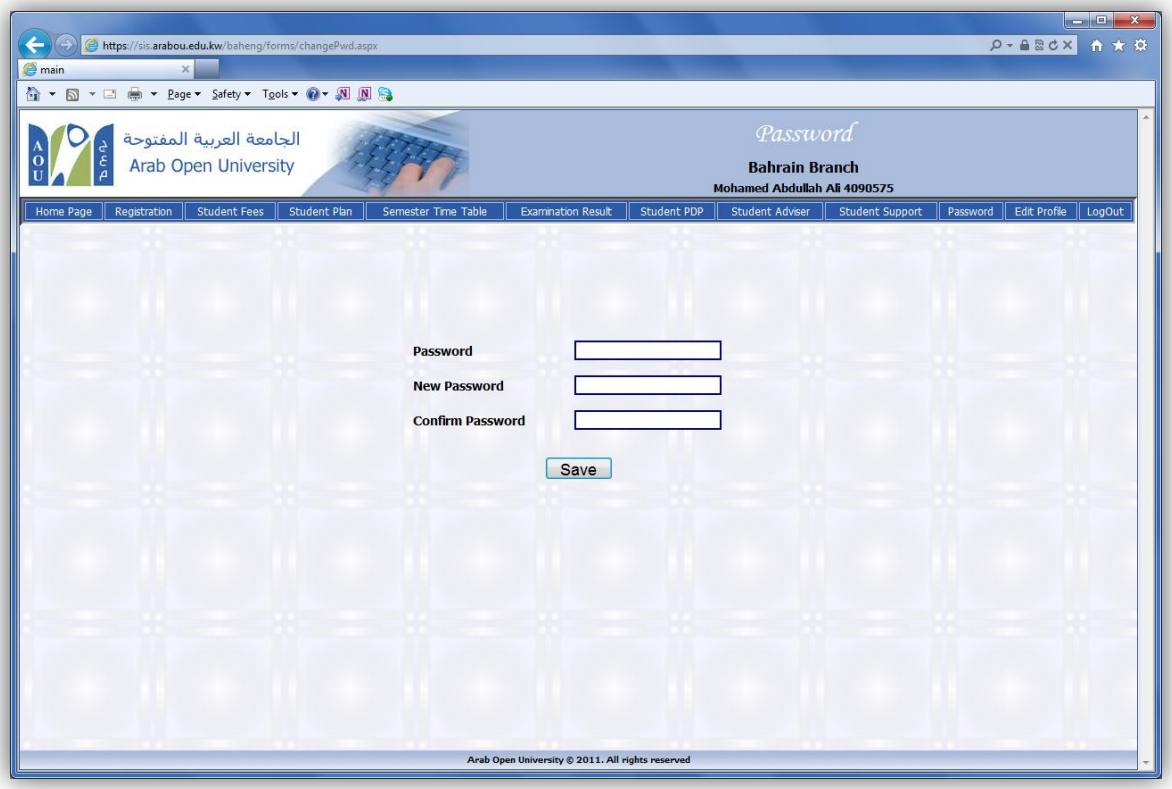

Figure 32: Change Password

12- Edit Profile

For changing the contact information you have registered within the University, you have to click on the "Edit Profile" from the horizontal toolbar or on the "Edit Profile" icon in the main screen (See Figure 4).

This screen contains two types of information about you (Figure 33), which are:

1- Personal Information (Student Name (Arabic), Student Name (English), Program Name (Arabic), Program Name (English), and Civil ID) for changing any of this information you have to contact the registration department and follow the University guideline in this regards.
2- Contact Information (Email, Mobile Number, and Address): for changing the email or mobile number you have to write the new one and confirm it in order to be accepted by the system.

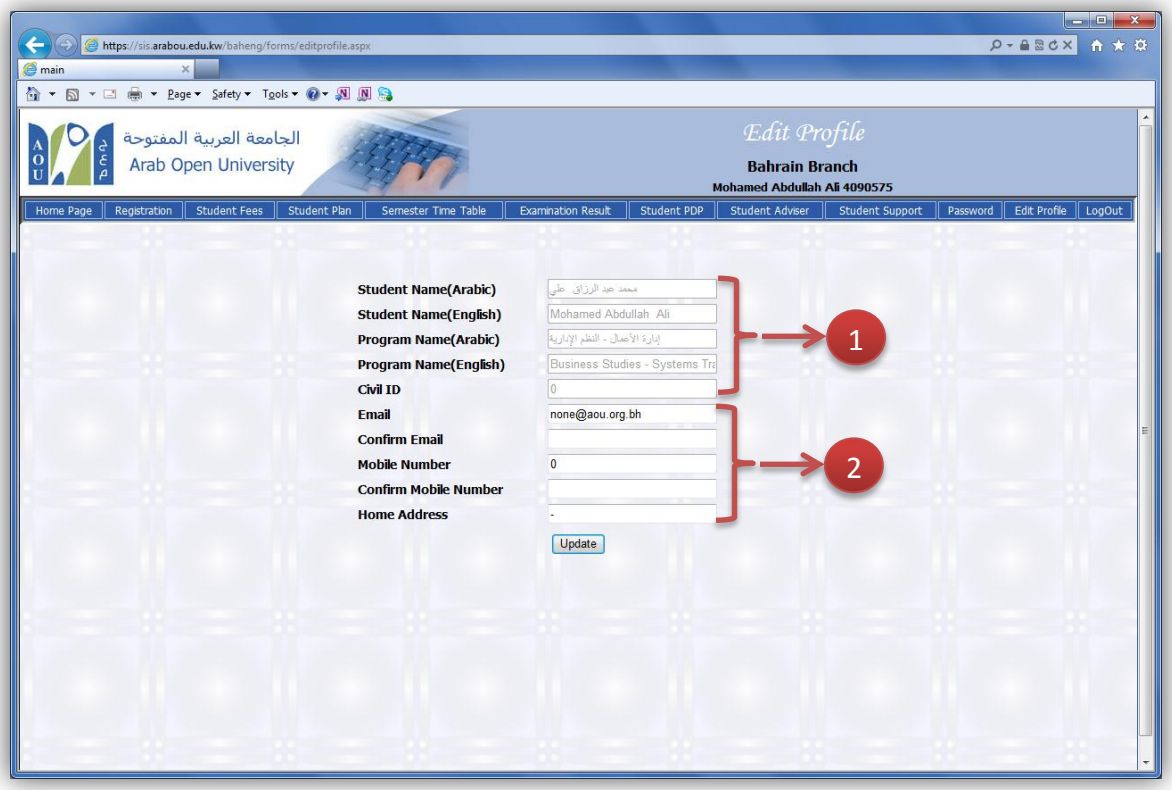

Figure 33: Edit Profile

13- Logout

For logging out of the system, you have to click on the "Logout" from the horizontal toolbar or on the "Logout" icon in the main screen (Figure 4). You will be redirected to the login page (Figure 2).